



About this Handbook

This student handbook is your “must have” guide to ECA Professional Year (ECA PY). It provides information about the course and the requirements of its governing bodies, the Australian Computer Society (for ACS Professional Year) and the three professional Accounting bodies (CPA Australia, Chartered Accountants Australia New Zealand and the Institute of Public Accountants) for the Accounting PYP: Accounting. There is information about the ECA Professional Year policies and procedures, and about your responsibilities and rights and obligations as an ECA PY student.

You will find information about the three ECA Campuses (Sydney, Melbourne and Brisbane), college operations, enrolment procedures, fees and payments, assessment and appeals, student services, and classrooms and other facilities.

The handbook provides information on how to resolve problems and find assistance with academic and personal questions. It also provides you with essential information on your rights and responsibilities as students, including your attendance and academic progress requirements.

Information on how to behave as a student while studying ECA PY is also provided—known as the code of conduct for students and for trainers—and the consequences misconduct.

Last, you will find information about what to do in the event of a personal or family emergency and crisis, your rights to make an Internal Appeal against decisions made by ECA PY management and staff, and your right to make an External Appeal if your internal appeal is rejected.

Disclaimer

ECA PY makes every attempt to ensure that information distributed is accurate and up to date. However, sections may be amended at any time to reflect changes in policies and procedures relating to any aspect of the Professional Year program. Persons intending to act on any information contained in the Handbook should first check the ECA PY website <http://www.professionalyear.info> and with the ECA PY staff to make sure you have the most up to date and accurate information available. The Website provides the most up-to-date and more detailed information on the areas listed in this handbook.

The information provided in this Handbook is provided in good faith but without express or implied warranty. ECA PY, its agents and employees will not be liable for any loss or damage arising directly or indirectly from the possession, publication, use, or reliance on information obtained from this handbook

The Keys to Success

Perhaps the most important message we would like to convey is: the benefits you receive during your time with ECA PY depend a lot on how the ECA PY team (from the General Manager through to Trainers and Student Service and Internship Officers) work with and for you. It depends on ECA PY providing the learning facilities and resources to make your learning successful. But, most of all, it depends on how much you contribute. If you work hard, cooperate and work well with your fellow students and the ECA PY team, and respect everyone for their strengths and cultural differences, you will get the maximum benefit from your enrolment.

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Welcome to ECA PY

As General Manager, Professional Programs and Pathways, and on behalf of the ECA PY Management, Student Services and teaching staff I welcome you to our program, ECA Professional Year. Successfully completing the ECA PY program is a significant step in your pathway to earning sufficient points for submitting your SkillSelect expression of interest in permanent residence status.

The Education Centre of Australia group (ECA), of which the ECA Graduate Institute and ECA Professional Year are constituent elements, is a modern and diverse educational institution which emphasises innovation and excellence in educational programs across several disciplines in demand in Australia, with campuses in Sydney, Melbourne and Brisbane. It has a strong history of providing quality career-oriented education for both undergraduates and postgraduates. The ECA Group of Colleges are fully accredited and registered with the Australian government regulatory bodies.

The group includes a higher education college for Business, Project Management and Business Information Systems (Asia Pacific International College), vocational colleges (ECA Graduate Institute, ECA College and the Australasian College of Care Leadership and Management) an English language college (English Language School in Sydney (EL SIS) available in Sydney, Melbourne and Brisbane, and of course the ECA Professional Year department. ECA also partners with Victoria University to deliver higher education programs in Sydney.

ECA PY is a distinctive and very successful program which maintains a high profile and an excellent reputation. Our experienced staff and trainers provide every student with the best educational opportunities possible.

ECA and ECA PY are strongly committed to the principles of multiculturalism and non-discrimination. We seek to provide opportunities for students to enhance their understanding of the worlds of professional employment and career building in Australia; to refine their knowledge of, and job search skills in their industry (Accounting or IT); to participate in a professional student work experience placement; to benefit from free professional skills workshops designed to enhance students' work readiness; and to extend their friendship circles and professional networks.

I offer you a quality educational experience based on mutual respect and wish you all the best in the long pursuit of your objective of a secure and fulfilling life in Australia.

Many of the ECA PY management and student services staff, and many of our trainers have travelled the pathway to Permanent Residency and Citizenship in Australia. We understand students' dreams, aspirations and the problems they encounter. We are here to support you in your journeys down the same road.

Best wishes,

Luciano D'Ambrosi
General Manager

ECA Professional Year: an introduction

ECA Professional Year (ECA PY) is a registered trading name of ECA Graduate Institute which is an approved provider of the **Accounting PYP** (approved by CPA Australia, Chartered Accountants Australia and New Zealand and the Institute of Public Accountants), and the **ACS Professional Year Program (ACS PYear)** in Computing/ICT (approved by the Australian Computer Society) since 2008.

The programs are designed for Accounting or IT graduates (Bachelors or Post-graduate) from Australian higher education institutions who have a Temporary Graduate visa (subclass 485) or a Bridging visa A (while waiting for their 485 visa) and who are seeking:

- a pathway from Australian university study to professional employment in Australia; and
- an opportunity to gain 5 migration points towards submitting an Expression of Interest (EOI) under the Australian Government's 'SkillSelect' immigration program. (For details on the 485 visa and SkillSelect please refer to the Department of Home Affairs website – www.homeaffairs.gov.au).

The program is delivered over a period of 44 - 52 weeks, and includes a structured sequence of:

- 256 hours of classroom course units over 32 weeks which include guidance in developing job search portfolios and competencies, Australian workplace culture, professional workplace requirements and competencies, and the experience of working in a small team simulated business project;

- a 245 hour professional Internship over a minimum of 12 weeks; and, for ACS PYear students, an online-Professional Environments course.

ECA Professional Year has intakes every second week for our Sydney, Melbourne and Brisbane campuses, and classes include students from both Accounting PYP and ACS programs to provide the benefits of cross fertilization of experience and ideas, but with elements and units in which students work specifically in their own professional areas.

The ECA Professional Year supplements the program with complementary free IELTS support classes; optional Professional Workshops on MYOB, Sharepoint and Xero.

Completion of all course units and submission and all associated assessment tasks are compulsory, and all assessment tasks must be assessed as competent.

The Course program, modules, units and assessments are reviewed regularly to ensure that they are compliant with the requirements of both ACS and the Accountancy professional bodies requirements for ACS PYear and Accounting PYP respectively.

Accounting PYP

Accounting PYP is a professional year program was developed by CPA Australia, Chartered Accountants Australia and New Zealand and the Institute of Public Accountants and approved by the Department of Home Affairs. It is available to overseas students who have an Australian accounting degree qualification and at least two years' study in Australia.

Accounting PYP runs for a minimum of 500 hours delivered over a period of 44 - 52 weeks, and provides:

- a 16 week, 128-hour Entry and Advancement in the Australian Workplace, including orientation, which introduces students to 'Australian Workplace Culture and Practice'; and develops their 'Job Search Portfolio and Interview Skills', including application cover letters, resume preparation presentation and interview techniques.;
- a 16 week, 128-hour Communication and Performance in the Australian Workplace component which develops students' workplace and business communications competencies, and engages students in a 'Small Group Simulated Business Project' through which they develop their team work, project development and management, market research, reporting and presentation competencies;
- a twelve (12) week, 245-hour work place professional internship which provides practical workplace experience in students' area/s of professional expertise and interest;

Completion of this program may provide the ECA PY graduate with five (5) points under the SkillSelect, as specified by the Department of Home Affairs.

ACS Professional Year

The **ACS Professional Year Program (ACS PYear)** in Computing/ICT provides an additional pathway from university to employment within Australia by offering a job-readiness program to help equip you with the professional skills needed for a successful computing/ITC career in the Australian workforce.

The PY Program is a 500-hour program delivered over a period of 44 - 52 weeks, designed to foster a greater awareness of the Australian workplace and culture, and empower graduates to develop their confidence and professional skills to be successful within the Australian workforce.

All ACS PYear students receive one-year free ACS Membership which provides networking and professional development opportunities. ACS orientation introduces students to the four course components and outcomes, and expectations to complete the program successfully.

ECA PY's provides its ACS PYear students:

- a 16-week, 128-hour Entry and Advancement in the Australian Workplace, including orientation, which introduces students to 'Australian Workplace Culture and Practice'; and develops their 'Job Search Portfolio and Interview Skills', including application cover letters, resume preparation presentation and interview techniques.;
- a 16-week, 128-hour Communication and Performance in the Australian Workplace component which develops students' workplace and business communications competencies, and engages students in a 'Small Group Simulated Business Project' through which they develop their team work,

- project development and management, market research, reporting and presentation competencies;
- a twelve (12) week 245-hour work place professional internship which provides practical ICT workplace experience in students' area/s of professional expertise and interest;
- the ACS Online Professional Environments Course coinciding with their Internship and which facilitates group discussion around project management, professional ethics, and risk aversion under the guidance of an ACS mentor and tutor; and
- arranging a visit to your host company prior to approving and finalizing any Self-Sourced applications;
- facilitating and approving placement Training Agreements and Training Plans; and
- monitoring and assessing Internship placements.

In undertaking their Internship students must complete the minimum of **245 contact hours over 12 weeks unbroken** supervised work experience in their professional area. Additional requirements are that:

Completion of this program may provide the ECA PY graduate with five (5) points under SkillSelect, as specified by the Department of Home Affairs.

Internship

The 245-hour Internship undertaken over 12 weeks plays an important role of reinforcing the knowledge, understandings and skills developed in the classroom components of the ECA PY program.

An Internship Department officer will visit each class during the first class-term to provide details of the Internship objectives, requirements and procedures. Internship Department officers are responsible for:

- Accounting PYP students cannot start their Internships until Week 32 (that is after the full two terms of PY classes)
- ACS PYear students cannot start their internship until Week of their classes and they start their Online Professional Environments Course at the same time
- Students cannot start their internship (ECA-sourced or Student Self-sourced) until the Host Company has been Approved, and a Training Agreement based on both the company's and student's resources and requirements has been negotiated and agreed to by the Host Company, the student and the Internship Department.
- Students will not be considered for placement in an internship if their Academic performance is not satisfactory and if their ECA PY fee payments are not up to date.
- Placement is usually based on students' resumes and identified areas of expertise and interest.
- Intern selection and placement by ECA may involve attending formal employer interviews.
- approving and managing all Internships;
- arranging a placement with an ECA-sourced and approved Host Company, or students may submit an application for a Self-sourced Internship (normally in your place of professional employment), subject to the same criteria and conditions that exist for ECA-sourced host companies;

- The successful completion of their Internship is a condition of a student's graduation.
- Once a student has accepted and started an Internship, they are expected to complete that Internship.
- If their performance is unsatisfactory, their Host Company will liaise with the Internship Department with a view to resolving the concerns. If these efforts fail, the Internship may be terminated (subject to appeal) by either the Internship Department or the Host Company. This could mean you need to start another internship from the beginning).
- If a Host Company behaves in an unprofessional manner, a student may lodge a formal complaint by submitting a completed Complaint Form which is available on ECA PY website.
- If an Intern breaks the Student Code of Conduct their Internship and their ECA PY enrolment may, subject to Appeal, be cancelled.
- Successfully complete required training and allocated responsibilities and tasks.
- Submit the agreed Training Plan 7 days prior to the start date of internship, the Mid-Placement Report at the end of week 6, and the End of Placement Report at the end of week 12 to internship@eca.edu.au

Interns' performance is supervised by both the Host Company supervisor and ECA Internship Department officers and includes a mid-internship site visit.

To pass their Internship interns must meet the following requirements:

- Contribute as a professional employee to meet Training Plan performance expectations and standards.
- Professional attendance standards, with medical certificates required for any absences.
- No leave except in compassionate and compelling circumstances with approval from your Host Company and the Internship Department.

Sydney, Melbourne and Brisbane

ECA PY operates from three campuses: located close to the central business districts of Sydney, Melbourne and Brisbane.

Sydney Campus is located at 55 Regent St, Chippendale, NSW 2008 in a wonderful part of the city. It is close to trains and buses, cultural and entertainment venues, shops and entertainment precincts.

- 10 minutes' walk from Town Hall railway station and bus routes.
- 5 minutes' walk from Darling Harbour
- 10 minutes' walk from Chinatown
- 10 minutes' walk from Powerhouse Museum (technology and decorative arts)
- 5 minutes' walk from University of Technology Sydney
- 10 minutes by bus to the University of Sydney
- 20 minutes by train to Circular Quay, Opera House and Sydney harbor
- 45 minutes to the Sydney Cricket Ground

Melbourne Campus is also centrally located on level 7, 399 Lonsdale St, Melbourne. It is close to all CBD amenities, entertainment and sporting venues.

- Tram stop outside the building
- 2 minutes' walk from Melbourne Central station and Bourke Street Mall shopping district
- 5 minutes' walk to Chinatown
- 15 minutes' walk to Federation Square art precinct
- 15 minutes by tram to the National Gallery of Victoria

- 20 minutes from Southbank theatres, restaurants and casino
- 20 minutes by tram to St Kilda Beach and world-famous Melbourne Cricket Ground

Brisbane Campus is located on level 1, 126 Margaret Street, which is in the heart of the city and is very close to transport, parks and universities. Free bus service from city to Spring Hill loop stop in front of the building

- 7 minutes' walk to central railway station & 5 minutes' walk to bus interchange
- 2 minutes' walk to the Queen Street Mall, Botanical Garden, River Walk and Eagle Street Pier
- 4 minutes' walk to the Queensland University of Technology
- 7 minutes' walk to the City Hall Museum
- 10 minutes' walk to South Bank, Brisbane theatre and 10 minutes' ride to The Gabba Cricket Ground
- 45 minutes by train to Gold Coast
- 40 minutes' drive to Theme Parks (Movie World, Dream World, Sea World)

Sydney, Melbourne and Brisbane classrooms and facilities are in refurbished buildings with air conditioning, spacious classrooms and computer labs, Wi-Fi and all the necessary audio-visual equipment for effective classroom learning. All students have access to individual computers.

The student library facilities and comfortable student relaxation areas are located on every ECA PY premises. There is wealth of different ethnic foods available nearby, and there are facilities for students to bring their own food. The student lounge includes kitchen facilities, microwave ovens, refrigerator, snack vending machines, etc. and areas for students to socialise and relax outside of study time.

The ECA PY Facebook and Twitter pages and noticeboards in the halls and classrooms provide students with updates on student services, activities and information about recreational events and facilities in Sydney, Melbourne and Brisbane.

Essential Website and IT Services

While you are a student your key source of information will be the ECA PY website, <http://www.professionalyear.info> and your main contact for student services will be the Student Services Officer on your campus.

In addition to being your key information point, the ECA PY Website, <http://www.professionalyear.info> provides links to:

1. **About:** ECA Professional Year, Frequently Asked Questions and testimonials
2. **ECA PY Courses:** Information regarding ECA PY (ACS Professional Year and Accounting PYP), Internships and value-added workshops.
3. **Documents and Forms:** for our Policies and Procedures, Application and general administration forms,
4. **Apply:** for a guide to applying, Course Intake Dates and on-line application form.
5. **The ECA Professional Year Brochure**
6. **The ECA PY Student Handbook.**

While you are studying at ECA PY you will need to have ready access the ECA PY **RTO Manager Student Portal** to:

1. Access your personal and academic details;
2. Update your address and contact details as soon as they change;
3. View, upload and submit your assessments communication relating to reassessments and late fee warnings; and to
4. Check teacher's feedback on your academic results.

Student Portal (RTOM)

RTO Manager (RTOM) is an interactive online student management system which assists students to:

- Update their contact details, change password Send messages to trainers and student services and academic officers
- Access their documents and course materials
- Download and submit their assessments
- Keep a track of their attendance and class timetable
- Check their accounts (fee payments)
- Check their attendance.

Students can access the ECA PT Student Portal on the following link:

<http://ecapyp.rtomanager.com.au/>

You will then have to log on with your student ID and Password, which will be sent to you prior your Orientation day. Instructions on how to download, submit/upload Assessments will be provided in the Orientation program and will be available from students' trainers.

Computer Lab Usage Rules

- ECA PY computer lab facilities are provided for use by registered ECA PY students and staff. Other persons may be allowed to use ECA PY computer lab facilities at the discretion of the Head of Colleges.
- Keep noise levels to a minimum, refrain from loud conversations.
- Misuse of computer lab facilities, removal of material or equipment without permission, or unauthorised access through a computer network is not allowed.
- Interruption to any ECA PY service is not allowed.
- Storing or transmitting offensive materials on any College Computer System is not allowed.
- Consumption of food or drink in labs is not allowed.
- Installation of any software, games or any other material on any College Computer System is not allowed
- Changing the settings of College computer systems is not allowed
- Internet service is provided only for educational purposes. Any other use of Internet service is not allowed, including downloads.
- Watching movies and playing games on College computer systems during class hours are not allowed.
- College holds full rights to refuse any student access to the ECA PY lab.
- Internet service may be restricted to certain students during a certain time.
- Whilst using the facilities of the College computer lab you are expected to show consideration for other users.
- Disciplinary action will be taken against those students who fail to comply with these regulations.

Public Holidays

ECA PY is closed on public holidays, and for two weeks over the Christmas New Year period. Students will be notified of the dates for these and other course breaks.

Other things you must know

There are several other things you should remember to make your time with ECA PY as rewarding as possible:

1. Do not leave valuables unattended. ECA PY does not accept responsibility for any damaged, lost or stolen items;
2. In the case of emergency please follow the instructions given by your trainers or by the floor warden;
3. Always follow the rules displayed on notice boards, in class rooms, computer labs, and near facilities such as printers, photocopiers, vending machines, etc.

And remember, if you need any assistance or have any enquiries, please ask at reception. If you need to talk to any staff member, please see the lists of Sydney, Melbourne or Brisbane Campus staff contacts towards the end of this documents.

Applications and Enrolment

Students seeking to enroll in the ECA Professional Year program have to apply using the on-line **ECA Professional Year Application Form** located on ECA PY RTO Manager and accessed on the ECA Professional Year Website, www.professionalyear.info. Students may apply through an approved ECA Education Agent, at an ECS Professional Year Campus, or directly on-line.

ECA PY has approved educational agents who promote ECA PY's courses to prospective students. Prior to enrolment, agents are responsible for providing prospective students with information, which is also outlined on the ECA PY website, about, the program structure and requirements, policies and procedures.

If the Application is being assisted by an Agent or ECA PY admissions, they are required to provide information about:

- the ECA Professional Year Accounting PYP/ACS PYEAR programs;
- Internship requirements;
- requirements for and conditions of enrolment;
- program duration start and completion dates;
- ECA campuses and facilities; and
- fees and their payment system.

The Agent or ECA PY admissions is also expected to check the accuracy of information provided by the applicant and ensure that either original or certified copies of the following forms are uploaded with the Application:

- Passport biodata page;
- 485 Skilled Graduate Visa OR Bridging Visa A;
- University academic transcript verifying completion of their bachelor's or Master's Degree course with a minimum of two years of study in an Australian university;

- For Accounting PYP Applicants, an IELTS score of 6.0 overall and with no band under 6.0 undertaken in the three years immediately prior to enrolling, OR a PTE score of 50 overall, with no bands less than 50 considered valid until the "Scores Valid Until" date provided on the PTE Score Report;
- For ACS PYEAR Applicants, an IELTS score of 6.0 overall and with no band under 5.0 undertaken in the three years immediately prior to enrolling, OR a PTE score of 50 overall, with no bands less than 36 considered valid until the "Scores Valid Until" date provided on the PTE Score Report; and
- For Accounting PYP Applicants, a Letter of Assessment from the Joint Accounting Bodies (Accounting PYP Governing body).

If the applicant is making their application without the assistance of either an Agent or ECA Professional Year admissions, they are responsible for accessing and reading the required information and submitting an accurate and honest Application with all the required documentation.

All documentation submitted with the application should be either original or certified copies, and if not, the applicant will be required to submit the required documentation.

All Applicants must be interviewed prior to their enrolment to:

- provide them with all the program and provider information and requirements;
- explain the applicant obligations and documentary requirements listed above; and to
- verify their documentation.

On receipt of the online Application the applicant is issued with a **Professional Year Provisional Offer of Enrolment** indicating that:

- their application has been received;
- if all documentation and eligibility requirements are met, they will receive a full **Professional Year Offer and Acceptance Agreement** normally within two working days;
- indicating course, campus and the provisional start date and fee summary; and
- if their documentation is incomplete and their eligibility cannot be confirmed, they will be sent a request for further information/verification before a full **Professional Year Offer and Acceptance Agreement** can be sent.

Application Forms together with the certified documents are assessed by an Admissions Officer to determine whether the applicant meets the relevant entry requirements, and whether a full **Professional Year Offer and Acceptance Agreement** should be sent.

The **Professional Year Offer and Acceptance Agreement** specifies Course, Campus, scheduled start date, fees and payment details and the “Conditions of Acceptance”.

These procedures will normally be completed within 2 working days.

On receipt of the **Professional Year Offer and Acceptance Agreement** the applicant must sign the Conditions of Acceptance, make arrangements for their first fees payment via the direct debit system, and return the required documentation to ECA Professional Year admissions.

On receipt of this documentation ECA Professional Year Student Services will verify documents and fees payment,

confirm the applicant’s enrolment as “Enrolled”, and send the student a confirmation letter indicating the commencement date (Orientation day) for their program.

The confirmation process normally will be completed within 2 days of the student accepting the offer.

The following information is included in RTO Manager:

- Student’s full name as on passport, gender, date of birth, nationality, country of birth, and contact details.
- Course title (ACCOUNTING PYP or ACS PYEAR);
- Visa status and Passport pages;
- Program start date;
- program end date;
- Total course fee;
- Fee paid in advance and payment schedule
- English test type and score;
- Academic qualifications;
- Conditions (if any) of Enrolment.

ACS PY students are required to submit their signed acceptance with confirmation of their first fee payment at least three working days prior to their desired start date so that ECA Professional Year Admissions can confirm their enrolment and formally notify ACS of all program cohort enrolments two business days prior to program commencement.

All ACS PYEAR signed acceptances with confirmation of their first fee payments received three or more working days prior to the desired start date will be fully processed and ACS will be notified of all cohort enrolments no later than two (2) working days prior to program commencement.

ACS PY applicants who submit their signed acceptance with confirmation of their first fee payment later than three days prior to but before the commencement date (Orientation day) will be offered either:

- Enrolment in the next scheduled commencement date; or
- Late enrolment in their preferred commencement date, with responsibility to pay the ACS Late Enrolment Fee.

Accounting PYP applicants are required to submit their signed acceptance with confirmation of their first fee payment three working days prior to their desired start date. ECA Professional Year Student Services will confirm their enrolment for their nominated program Commencement Date (Orientation Day).

Accounting PYP applicants who submit their signed acceptance with confirmation of their first fee payment later than three days prior to but before the commencement date (Orientation day) will be offered either:

- enrolment in the next scheduled commencement date; or
- late enrolment in their preferred commencement date.

Accounting PYP applicants who submit their signed acceptance with confirmation of their first fee payment later than the Orientation Day but before their first course-work class date will be offered either:

- enrolment in the next scheduled commencement date; or
- late Enrolment in their preferred commencement date, conditional on their attending an alternate Orientation, and providing their program duration meets the Department of Home Affairs requirement of a 44 - 52 week period plus holidays.

When there are no class places available to place an Accounting PYP or ACS PYEAR applicant on their preferred Commencement date, the applicant will be offered enrolment in the next available cohort class Commencement date.

Students whose enrolment status is “Enrolled” are required to present for a Final Student Services Interview, Document Check and Class Allocation before participating in their full-day Orientation session (see **Student Services Interview Checklist** (see Document B)

On completion of this interview and document check, students are allocated to their class, and their enrolment status is transferred from “Enrolled” to “Current”.

When a Conditionally Enrolled student receives the results of their application for a 485 Skilled Graduate visa they must inform ECA Professional Year Student Services. If the visa is granted their enrolment status will be changed and they will be entitled to complete the program and graduate. If the visa is not granted or refused or cancelled, they will not be entitled to complete the program and graduate, and their enrolment will be cancelled; however, Bridging Visa A will be acceptable (only if related to subclass 485 visa)

If upon rejection of their application for a 485 Skilled Graduate visa, a Conditionally Enrolled Accounting PYP or ACS PYEAR student appeals (at AAT) and is granted a Bridging visa A, they must inform ECA Professional Year Student Services, and their conditional enrolment status will continue.

Leave of Absence: Deferral & Suspension of Enrolment & Cohort Transfer

If a student whose Enrolment has been Confirmed desires to Defer their program commencement they must submit an online request.

If a Deferral application is submitted before the Cohort Intake Date and a place is available in their nominated deferred Cohort Intake, ECA PY Student Services will defer their program commencement to that Cohort Intake. If a place is not available in that intake, the student will be advised and offered a place in the next available Cohort.

A student who has been granted Leave on grounds of compassionate and compelling circumstances (see **ECA PY Student Attendance and Leave Policies and Procedures**) will be able to make up the missed class work without suspending their enrolment if the Leave is for up to three (3) consecutive classes duration and the student has positive assessments and academic reports from their trainer.

The students will have to undertake additional/catch-up work supervised by his/her trainer and, if they have trouble, will be referred by their trainer to the Campus Coordinator for further academic support. The Campus Coordinator is responsible for organizing additional tuition/classes for students having trouble meeting and/or catching up with their academic progress requirements.

A student who is granted leave will have their enrolment Suspended for the duration of their Leave if the Leave is:

- for four (4) or more consecutive classes; or
- if the Leave is for fewer than four (4) consecutive classes but the student has poor academic performance.

A student whose enrolment is Suspended because of being granted Leave will, on the completion of their Leave, have their Enrolment Transferred to a later Cohort in which they will resume their course where they commenced their Leave, and complete their course.

All students whose enrolment is Suspended and Transferred to a later cohort will have their course completion and graduation dates postponed to those of the later cohort.

All approved Leave and consequent changes of Cohort and course completion date will be recorded in RTO Manager and reported to the ACS (via the **ACS PY Transfer Application** form) and Accounting PYP principal partners.

If an ACS PYEAR student's Suspension of Enrolment and Cohort Transfer impacts on the commencement and/or completion date of their ACS online PE Course, ECA Professional Year Student Services must submit an online **ACS PY Transfer Application** form.

If an ACS PYEAR student's Suspension of Enrolment and Cohort Transfer impacts on the commencement and/or completion date of their ACS online PE Course, and the **ACS PY Transfer Application** form is submitted more than 14 days prior to the ACS online PE Course commencement a \$150 Cohort Transfer Fee will be imposed on the student to meet the costs associated with ACS reassigning the student's PE course. ACS reassigning the student's PE course.

If an ACS PYEAR student's Suspension of Enrolment and Cohort Transfer impacts on the commencement and/or completion date of their ACS online PE Course, and the **ACS PY Transfer Application** form is submitted less than 14 days prior to or after the ACS online PE Course commencement a \$900+GST Cohort Transfer Fee will be imposed on the student to meet the costs associated with ACS reassigning the student's PE course.

Transfer, Withdrawal and Cancellation of Enrolment

If an enrolled ECA PY student wants to transfer from their current to another ECA PY Campus (for example, from Sydney to Brisbane or from Brisbane to Melbourne) they can apply for a Campus Transfer by submitting the online **ECA PY Change of Class/Campus Application** on RTO Manager.

Students will be offered a Campus Transfer to ensure continuity in their program. The transfer will take place at a time when the student can move and resume their study in the same Unit. If this necessitates a change in Cohort and a consequent deferral of the Internship (and in ACS PYEAR student's enrolment in the ACS online PE Course), and in graduation the necessary report and fees will be managed by Student Services (see Clauses 6.1 to 6.8 above).

If an ECA Professional year students decided to discontinue at any time after their Enrolment is Confirmed they can submit an **ECA Professional Year Course Withdrawal and Refund Application Form**.

On receipt of an application to Withdraw and for a Refund ECA Professional Year Student Services will cancel the student's enrolment, notify the program principals (Accounting PYP or ACS), and refer the Refund Application to the Accounts Officer for determination in accordance with ECA Professional Year Refund Policies and procedures.

If a student is granted Leave on compassionate and compelling grounds and that leave is for an unspecified extended period, their enrolment will be Cancelled on the understanding

that when s/he is able to resume their ECA Professional Year program, their Enrolment will be renewed, and they will resume their studies in a later Cohort at the same point of progress as when their Leave commenced.

When a student's Enrolment is Cancelled under these circumstances ACS or Accounting PYP will be informed and arrangements for their Internship and, for ACS PYEAR students, ACS on-line PE Course enrolment suspended pending the renewal of their Enrolment. ACS PYEAR students may be charged a fee for the change in their on-line component, but this may be waived by ACS depending on the circumstances.

Student's enrolment in ECA PY (ACS PYEAR or Accounting PYP) will be Cancelled if:

- they withdraw from the program before it is completed;
- Department of Home Affairs rejects their application for a 485 Skilled Graduate Visa;
- Accounting PYP rejects their application for a Letter of Assessment; or

- they fail to meet with program requirements relating to attendance, academic progress and/or behaviour (see **ECA Professional Year Attendance and Leave Policies and Procedures, ECA Professional Year Academic Progress Policies and Procedures and ECA Professional Year Withdrawal and Refunds Policies and Procedures**),

ACS or Accounting PYP will be informed of all Cancellations of Enrolment in accordance with the established reporting requirements (see **ECA Professional Year Reporting to External Governing Bodies Procedures**).

Fees and Charges – Methods of Payment

Fees

Up-to-date information on course fees is available on the How to Enrol link on the ECA PY website at <http://www.professionalyear.info>

Please be aware that, in addition to course fees, there are a few Administration Fees and Charges you will have to pay (see below).

ECA PY will accept several payment methods. Details of how to pay will be included in your Letter of Offer, but there are several ways you can pay:

- Bank Transfer to ECA, Account details available on offer letters.
- Ezypay Direct Debit form issue with offer letter and available on website as well.

Please be aware that cash payments will NOT be accepted.

Once we have received your payment and signed enrolment agreement, we will email your electronic confirmation of enrolment (eCoE) to you.

ECA PY Administration Fees

In addition to your course fees there are several Administration Fees and Charges, listed in the table below.

Type of Fee or Charge	Fee
Enrolment Fee	\$200
Late Enrolment Fee	\$240 + GST
ACCOUNTING PYP Class Change Fee	\$150
Class Change Fee	\$115 + GST
Late Internship Fee	\$240 + GST
ACS Re-enrolment Fee	\$900 + GST
Debt Collection Fee	10% of Debt
Certificate Postage Fee	\$20
Certificate Reprint Fee	\$20
Fee Extension Fee	\$50 per week
Ezypay Failed Fee	\$9.70 + surcharges

Refund Policy

ECA Professional Year operating as a trading name of ECA Graduate Institute (a Registered Training Organisation), is an authorised provider of both the Australian Computer Society and Accounting PYP.

ECA Professional Year applicants must accept and sign the Terms and Conditions of Enrolment in the Application Form as a precondition of their enrolment in the ECA Professional Year Course, thus creating a binding contract between the student and ECA Graduate Institute trading as ECA Professional Year.

ECA Professional Year Refund Policy applies to all ECA Professional Year enrolled students, students seeking to withdraw and withdrawing from the course, and to students whose enrolment has been cancelled by ECA Professional Year for failure to meet course requirements.

ECA Professional Year Refund Policy refers to Tuition Fees paid and/or owing, and not to any associated Enrolment Fee or materials fees which are not refundable.

Neither this policy nor students' right to submit internal and external appeals relating to this policy remove students' rights to act under Australia's consumer protection laws.

Provider Default

ECA Professional Year will refund all paid Tuition Fees if:

- It is unable to commence or complete the course in which a student has enrolled and fails to offer a suitable alternative class or cohort.
- It refuses a student's application for enrolment after the Course Fee has been paid.

Visa Issues

- If an applicant who has applied for but is awaiting the granting of a Temporary Graduate Visa (subclass 485), and who has been enrolled on a conditional basis, subsequently has their visa application rejected, that student cannot complete the course and is required to inform ECA Professional Year of the rejection. Their Enrolment will be Cancelled, and the student will be entitled to a fee refund based on the date of withdrawal and their mode of fee payment, as indicated in the tables below.
- If a student withdraws from ECA Professional Year because their visa status has changed (cancellation of subclass 485 visa or change of subclass), they will be entitled to fee refunds/liabilities based on the date of withdrawal and their mode of fee payment, as indicated in the tables below.

Letter of Assessment Issues

- If an applicant who has applied for but is awaiting a Letter of Assessment from their governing professional body is enrolled on a conditional basis, and their Letter of Assessment application is subsequently rejected the student is required to inform ECA Professional Year of the rejection. As the student cannot complete the course their Enrolment will be Cancelled, and the student will be entitled to fee refunds/liabilities based on the date of withdrawal and their mode of fee payment, as indicated in the tables below.

Compassionate and/or Compelling Circumstances

- If a student applies for and is granted a withdrawal from the course on the grounds of compassionate and/or compelling circumstances such as serious medical problems, that student

will have their Enrolment Cancelled and will be entitled to fee refunds/liabilities based on the date of withdrawal and their mode of fee payment, as indicated in the tables below.

- ECA Professional Year reserves the right, in cases of demonstrated Compassionate and Compelling Circumstances to make individual payments to students considering their individual circumstances.

Change of provider

- If a student applies for and is granted a withdrawal from the course on the grounds of their demonstrated need to change provider, that student will have their Enrolment Cancelled and will be entitled to fee refunds/liabilities based on the date of withdrawal and their mode of fee payment, as indicated in the tables below.

Cancellation of Enrolment for non-compliance

- If a student's Enrolment is Cancelled for non-compliance with course requirements (such as unsatisfactory attendance, unsatisfactory academic performance) and/or ECA Professional Year requirements (such as non-payment of fees, breach of student code of conduct), they will not be entitled to any fee refund and will remain liable for unpaid fees.

Withdrawal and Cancellation Refunds: 100% Fees Paid Up-front

- Upon receipt and approval of a Withdrawal and Fee Refund Application, ECA Professional Year will provide a refund to students who have paid all their fees up-front and prior to the Intake Census Date.

- The amount that will be refunded, to the party who made the payment, will be determined by the date of the withdrawal, as shown in the Table below:

Up-front Fees Payment Refunds	
Date of Withdrawal/Cancellation	Refund
Before Intake Start Date	100% of paid tuition fees
From Intake Start Date to Census Date (10 working days after Start Date)	75% of paid tuition fees
After Census Date but by Week 10 of the Course	50% of paid tuition Fees
After Week 10 of the Course	No Refund

Withdrawal and Cancellation Refunds: Instalment Payments

- Upon receipt and approval of a Withdrawal and Fee Refund Application, ECA Professional Year will provide a refund to students who have elected to pay their fees by instalments.
- ECA Professional Year agrees to credit their tuition fee balance, with the balance of tuition fees payable to ECA Professional Year upon notification to the student.
- The balance of tuition fees due will be determined by the date of the withdrawal, as shown in the Table below:

Instalment Payment Refunds and Liabilities	
Date of Withdrawal/Cancellation	Refund
Before Intake Start Date	100% Refund of any paid tuition fees
From Intake Start Date to Census Date (10 working days after Start Date)	Payment Due (25% of Course Fees Less Paid Fees)
After Census Date but by Week 10 of the Course	Payment Due (50% of Course Fees Less Paid Fees)
After Week 10 of the Course	Payment Due (100% of Course Fees Less Paid Fees)

Refund Procedures

Students seeking a Refund of ECA Professional Year Tuition Fees should submit a completed **Course Withdrawal and Refund Application Form**, with the required supporting documentation.

The Application will be registered, processed and determined within the following time frame:

- Decision of Withdrawal (if applied for) within 10 working days (2 weeks)
- Decision on Refund within 10 working days (2 weeks) from application, or from withdrawal approval
- Refund payment within 10 working days (2 weeks) of refund decision notification.

Assessment Policies, Procedures and Processes

Professional Year Assessment is Competency based and a variety of assessment activities and tasks are used to assess students' competency in each unit of competency, including:

- Written activities
- Observation/demonstration
- Learner Workbook activities
- Major group project and report
- Skills and knowledge review
- Case studies
- Simulations and role plays
- Individual and group presentations
- Interviews
- Team work activities and projects

Student Responsibilities and Liabilities

All Assessment tasks must be assessed as Competent, and failure to meet this requirement will mean that a student has not successfully completed the course and will not Graduate.

- Students are responsible for downloading, completing and submitting their work for assessment as directed in an appropriate form and in a timely manner;
- All text-based assessment tasks must be downloaded from the RTO Manager Student Portal, and all completed tasks must be uploaded and submitted on the Portal;
- All group project and team-based assessment tasks require the full and equitable participation and contribution of all group/team members.

Trainers have the prerogative to require students to re-submit any assessment task that does not confirm to these requirements, and they will have one week to resubmit. If the task is not re-submitted, it will be treated in accordance with the below rules relating to late submission and non-submission.

Students who fail to fully and equitably participate in group/team assessment projects and tasks may be required by their trainer to undertake additional work to demonstrate their competency.

Late Assessment Submission

Students who fail to submit their assessment tasks on the scheduled date are identified for the following interventions:

- One Week Late: A Verbal Warning from PY Trainer.
- Two Weeks Late: A Written Warning from the PY Teacher.
- Three Weeks Late: Escalate to PY Coordinator for student counselling and document official warning.
- Four Weeks Late: Missed Assessment (see below).

Missed Assessment Tasks

If a student misses an assessment task due to significant absence caused by demonstrated compassionate and compelling circumstances sufficient to approve leave, the student will be required to make up that work and may be required to defer the completion of their course and graduation in accordance with ECA Professional Year policies on Attendance and Leave.

Where a student knows beforehand that they will be unable to attend for an assessment task it is their responsibility to inform their trainer of the circumstances and make alternative arrangements prior to the date of the assessment.

If the reason for missing an assessment task is due to an absence of lesser duration (for example, missing an assessment Job Interview or not attending for an individual or group presentation) the student must provide a reasonable and verifiable explanation. For example, for illness, a medical certificate must be provided.

If the student provides a medical certificate or an acceptable explanation is provided, alternative assessment arrangements will be made.

If the student does not provide an acceptable explanation for missing an assessment an 'NYC' will be recorded for that Unit; and they will be expected to complete the assessment task at a time determined by the trainer.

Assessment Procedures

- Trainers assess each student as Competent or Not Yet Competent for each assessment task, provide feedback (individual or collective), and record the result within one week of submission.
- The Trainer will save students' marked assessments with comments in softcopy in RTO Manager in the week following the provision of feedback to the student/s. Where in hard copy form the marked assessments will be scanned and saved.
- Students are given a chance to resubmit or re-sit for a re-assessment for any Assessment deemed to be NYC

Assessment Results and Consequences

As indicated in the previous sections students' submitted assessment tasks are assessed as either Competent or Not Yet Competent (**C or NYC**).

Re-assessment

Students who receive an **NYC Assessment** will be given constructive feedback within one week of the assessment being submitted and will be given an opportunity to respond to the feedback and **re-submit** the amended Assessment Task for **Re-assessment**. A date will be set by the Trainer for the re-assessment.

Second Opinion Assessment

Students who are dissatisfied with their Trainer's assessment or re-assessment decision may submit their work to the Program Coordinator/Academic Manager/Training Coordinator for a **Second Opinion Assessment** which must be conducted by another Trainer appointed by the Program Coordinator/Academic Manager/Training Coordinator.

Internal Appeal

If a student remains dissatisfied after receiving the outcome from the Second Opinion Assessment, they may submit an **Internal Appeal** relating to their Trainer's decisions on assessments or re-assessments. Appeals will be investigated by the Program Coordinator/Academic Manager/Training Coordinator and escalated to the General Manager – ECA Professional Year for input or review.

Academic Appeals

Academic appeals relating to decisions made on assessments, reassessments and repeating of subjects must be lodged using the Appeals Form online within 10 working days of the decision is communicated to student. Students are encouraged to check the Student Access on RTO Manager regularly for updates to their results and feedback provided by their Trainer/Assessor.

Students At-risk and Support Services (Academic

Education Centre of Australia understands that sometimes students may face circumstances and difficulties which impact on their academic work resulting in them having trouble in maintaining satisfactory results.

Students who are experience such difficulties are encouraged to seek support through their Trainers, the PY Coordinator and Student Services Officers. If Trainers identify a student experiencing such difficulties, they are encouraged to approach the student with a view to providing them with appropriate support and assistance.

If the problems are personal students can be referred for counselling.

If the problems are more academic (including failure to secure Competency assessments) Trainers are encouraged to provide initial one-on-one tutorial support designed to identify and address the specific problem/s.

This **In-class Academic Support/Intervention** is conducted during normal class hours and entails:

- discussing the academic problems leading to unsatisfactory progress;
- identifying the probable reason(s) for their difficulties; and
- providing additional advice and exercise and strategies for overcoming those difficulties.

If this in-class support and intervention fails to adequately address the student's problems, Trainers may refer the case to the Program Coordinator or Academic Manager who will interview the student and if required, make arrangements for appropriate additional **Out-of-class Academic Support/Intervention** sessions at a time convenient for both the Student and the Trainer.

Study Plan. If a student has missed a significant amount of class work and assessment tasks due to absence of approved compassionate leave, that student will have to negotiate and agree with a Study Plan. The Study plan will be designed so that the student will:

- resume their classes at the stage in the course where their absence/leave started;
- be able to successfully complete their Professional Year with satisfactory attendance; but may be required to
- defer the date of their course completion and graduation.

Assessment Moderation and Validation

Monitoring and Moderation of Trainers' assessments of students submitted work plays a crucial role in ensuring that processes of assessments and assessments comply with the:

- Principles of Assessment (validity, reliability, sufficiency and equity);
- Assessment Procedures and Requirements; and the
- Trainers'/Assessors' Code of Practice.

Systemic Assessment Moderation is undertaken on a quarterly basis and, if a need is identified for more specific Unit or assessment task moderation, when such need is identified.

Assessment Validation is undertaken by the ECA PY Validation Committee, which consists of:

- the ECA Professional Year General Manager
- the Campus PY Coordinators
- three Trainers (one from each Campus) and
- the ECA Graduate Institute Business Course Coordinator

Assessment Tools are examined to ensure they meet the principles of validity, reliability, sufficiency and equity; and provide students with the opportunity to provide evidence which is accurate, verifiable, relevant, current and sufficient.

Plagiarism/ Cheating

Assignment work must be substantially student own work and it is unacceptable to collaborate with fellow students to the extent that the work of the assignment is partitioned amongst group of students, assembled and presented by each participating student, effectively claiming it to be all his or her own work. This does not prohibit Student from discussing the nature and underlying theory of the assignment with other students or academic staff. However, ultimately the work Student submits must be substantially his/her own.

Plagiarism is someone else's solution to the assignment, either wholly or partially. Attempts to disguise such plagiarism by cosmetic changes will be detected and considered as plagiarism. It is an offence to be in possession of someone else's file or printout, with or without the permission of the owner of that file or printout. Student who permits others to have access to their assignment material is equally guilty of plagiarism.

Where it is suspected that a student is cheating, the PY Trainer will take note of the form the misconduct takes. If the cheating is by way of notes, the notes will be confiscated, and the student will be asked to leave the exam room. The student will be advised that they have failed to be competent in that component of the assessment.

A Warning Letter will be sent to the student at their specified address to formally notify them of the failure and that any further breaches will result in the student being expelled. Evidence confiscated, or notes taken by supervisor will be kept on the student file. This is so that if any further instances occur, appropriate action can be taken. Where more than one instance of cheating is noted, the College reserves the right to expel the student.

Attendance Requirements and Policies

Attendance monitoring, and intervention is on a whole of Course and whole of Internship basis, with clearly identified responsibilities for trainers, academic and student services staff, and Internship Compliance Managers.

ECA Professional Year classroom-based coursework components total 256 hours of classes delivered over thirty-two 8-hours teaching days. Those class days are constituted by:

- Two Terms of sixteen 8 hour class days totaling 256 class hours; and

It is compulsory for students to attend their Cohort Orientation Session in Week 1. Students who fail to attend these sessions will not meet ECA Professional Year requirements and will not be able to Graduate.

Students must attend 100 per cent of formal Term class hours (256 hours) and are required to attend 100% of the scheduled class contact hours for the course. If students fail to attend a minimum of 256 hours of Term classes, they will not meet ECA Professional Year requirements and will not be able to Graduate.

Students' classroom attendance is directly recorded by the class trainers in RTO Manager.

RTO Manager Reports are produced every second week by Student Service Officers responsible for Enrolments and Interventions, to identify students whose attendance for the course has fallen within or below specified intervention triggers.

Specific interventions are triggered when:

- a student has been absent for 16 hours or two full day classes (or equivalent

half days) without satisfactory explanation (1st Attendance at Risk Warning);

- a student's attendance falls in the 'At Risk' category of 32 hours or 4 full day classes (or equivalent) absent resulting in an 80-86% attendance for the 32 class weeks (2nd Attendance at Risk Warning); and
- a student's attendance falls within the 'Unsatisfactory' category of (32+ hours or more than 4 full day, or half days equivalent, classes absent resulting in a below 80% attendance for the 32 class weeks (Attendance Unsatisfactory, Intention to Cancel Enrolment).

Students are expected to submit all medical certificates for health-related absences or other certified professional documents to their Trainer or directly to a Student Services Officer who is responsible for the verification and uploading of Certificates onto RTO Manager.

Absences caused by illness verified by medical certificates are recorded as absent.

Student's whose attendance falls within the 'unsatisfactory' category (six or more classes/days absent) because of validated illness may apply for Special Leave on Compassionate grounds.

When a student is granted Special Leave in accordance with ECA Professional Year policy and procedures on compassionate grounds, that student's enrolment will be temporarily suspended, to be transferred to a later cohort for the resumption of study at the same stage of progress at which their leave came into effect, thus ensuring that all units of the course are completed.

Late arrival for any class session will result in a student being recorded as absent for that class session, and class time missed will be incorporated in calculations of the number of days/hours absent.

Attendance Interventions

Extended Absences. Trainers are responsible for identifying and counselling any of their students who fail to attend two or more consecutive weeks of classes (16 hours) without providing the trainer or student services with any satisfactory explanation.

Trainers will contact such students to:

- identify the reasons for the student's absence;
- remind them of their attendance requirements;
- provide initial counselling where appropriate;
- refer for further counselling/professional support where appropriate;
- decide for the student to undertake catch-up work; and, where necessary
- refer the student to the Campus Coordinator for supplementary classes.

The Student Services Officer with responsibility for Enrolments and Interventions is responsible for running RTO Manager attendance reports to monitor attendance, identify students whose attendance places them in any of the 'At Risk' or 'unacceptable' attendance intervention categories, and initiating appropriate interventions.

Attendance 'At Risk'. A student's attendance is deemed to be 'At Risk' if s/he has been absent from two classes/days (16 hours) without approved leave (and associated enrolment suspensions and transfers).

Students whose attendance is 'At Risk' are sent an RTO Manager generated Attendance at **Risk Warning** letter requiring them to make an appointment with the responsible Student Services Officer within seven (7) days to:

- discuss the reasons for their absence; and for
- counselling about the Course attendance and academic progress requirements;
- referral to their trainer or Campus Coordinator for supplementary class work; and, if required,
- referral for further professional counselling and advice.

Students who fail to respond to the Letter within the required time will be telephoned by the Student Services Officer and, if need be, further steps will be taken to establish contact with the student.

RTO diary entries of such interventions are maintained by the officers making them.

Attendance Unsatisfactory. If a student fails to respond positively to first and second stage interventions, and they miss more than 4 classes/days (or 32+ class hours) without approved leave, their attendance will be classified as unsatisfactory. It will be impossible to them attend the required minimum 80% of class time.

The Student Services Officer send an RTO manager generated **Unsatisfactory Attendance Intention to Cancel Enrolment** letter to all students with unsatisfactory attendance.

The **Unsatisfactory Attendance Intention to Cancel Enrolment** letter will inform the student that:

- their maximum potential attendance has fallen to or below the required minimum of 80%;
- they have failed to respond positively to previous intervention initiatives;
- ECA Professional Year intends to cancel their enrolment and report this to the external governing organisations bodies;
- they have a right to lodge an internal appeal, within working (7) working days from the date of the email, against their enrolment being cancelled;
- If they fail to appeal their enrolment will be cancelled; and that
- If they appeal they must maintain satisfactory attendance until the outcome is determined.

The letter will also inform the student of the procedure for entering the Internal Appeals process by submitting a completed **ECA Professional Year Student Appeal Form**, and of the possible grounds for an Appeal, namely, demonstrating that:

- ECA Professional Year had not made the Attendance policies and procedures available to students;
- ECA Professional Year had not recorded or calculated the students' attendance correctly;
- ECA Professional Year had not implemented its intervention and support strategies in accordance with its documented policies and procedures;
- there existed demonstrable compassionate and/or compelling circumstances which caused the student's attendance to fall below the required minimum percentage, accompanied by an application for Special Leave of Absence based

on those circumstances; and/or

- the student had previously submitted validated medical certificates relating to the unsatisfactory attendance along with an application for Special Leave based on those illnesses. Please note that medical certificate must state 'unfit for studies' or 'unfit for usual occupation. A medical certificate stating 'unfit for work' is not acceptable.

If a student appeals against their enrolment being cancelled, their enrolment will be maintained and the student will be expected to maintain satisfactory attendance throughout any appeals process.

All student appeals against being reported for unsatisfactory attendance will be registered, investigated and determined in accordance with ECA Professional Year's **Complaints and Appeals Policy and Procedures**.

A student with 'Unsatisfactory Attendance' will have their enrolment cancelled if that student:

- fails to enter the appeals process within 10 working days of being sent an Intention to Report Email; or
- withdraws from an initiated appeal process before resolution; or
- the appeals process is completed and results in a decision against the student.

If a student successfully applies for Special Leave and/or successfully appeals against having their enrolment being cancelled, they will be expected to make up for the lost class time and successfully complete all units of study, resulting in a Suspension and Transfer of Enrolment to a later Cohort and deferred Internship, online PE course (for ACS PYear students), course completion and graduation dates.

Leave and Compassionate and Compelling Circumstances

Students may submit a **Leave of Absence Application** for a specified period if they experience compassionate and/or compelling circumstances which make it impossible for them to attend regular classes and/or attend their place of Internship.

ECA Professional Year defines Compassionate and/or Compelling Circumstances as circumstances which are generally beyond the control of the student and which have an adverse impact on the student's capacity and/or ability to:

- commence their course on the scheduled start date, or to
- attend scheduled classes for a significant period during the enrolment period (including their classroom units, internships and, for ACS PYear students their online PE course).

Such circumstances include, but are not limited to:

- serious illness or injury, where a verified medical certificate states that the student was unable to attend on the commencement date and/or for a significant time through the course;
- bereavement of close family members such as parents, siblings or grandparents (a death certificate must be provided, even if retrospectively);
- the student giving birth or a student's partner giving birth, thus preventing commencement on the published start date or attendance for some time through the course (with supporting documentation);
- major political upheaval or natural disaster in the home country requiring emergency travel to their home country for the time of their absence;

- a traumatic experience or critical incident which could include but is not limited to:
 - a. witnessing or involvement in an accident; or
 - b. witnessing or being the victim of a crime

and which has impacted on the student's ability to commence classes on the start date and/or attend scheduled classes (these cases should be supported by police and/or psychologists' reports).

In determining whether compassionate and compelling circumstances exist as sufficient grounds to explain a student's absence, ECA Professional Year accepts that documentary evidence will vary about the specific circumstances, but could include:

- a relevant Death Certificate;
- a police incident report;
- a social worker's report;
- a psychologist's report;
- A psychiatrist's report; and/or
- appropriate medical evidence.

In determining whether compassionate and compelling medical circumstances exist as sufficient grounds to explain a student's absence, ECA Professional Year has adopted the Australian Medical Association's **Guidelines for Medical Practitioners on Certificates Certifying Illness - 2011** (<http://ama.com.au/node/6505>), namely:

- Name and address of the medical practitioner issuing the certificate
- Doctor's Medicare provider number (where applicable)
- Name of the patient
- Date on which the examination took place

- Date on which the certificate was issued
- Date(s) on which the patient is or was unfit for attendance
- Supplementary information of assistance to the patient in obtaining the appropriate leave especially where there is a discrepancy in the period for which the certificate is issued and the date of the certificate
- Certificates must be dated on the day on which they were written. Under no circumstances can this be breached
- Wherever possible, doctors should avoid issuing sickness certificates to anyone with whom they have a close personal relationship
- The certificate should be written on stationery designed specifically for this purpose
- The certificate must state 'unfit for usual occupation' or 'unfit for studies'. Certificates stating 'unfit for work' are unacceptable
- Where providing certificate of immediate family member, a valid proof of relationship must be provided

ECA Professional Year may seek confirmation and/or further information from the medical practitioner who issued a certificate

Psychologist, psychiatrist and/or social worker certificates must be issued by a registered professional and include a similar range of information to that required for medical certificates.

Certificates not written in English must be translated into English by approved NAATI translators.

When assessing applications for leave on grounds of compassionate and compelling circumstances, copies of supporting documents will be saved in RTO Manager, together with a record of the decision and the basis for the decision.

If a student's absence has been caused by either a critical incident or other compassionate and/or compelling circumstance, Student Services will initiate the critical incident/compassionate and compelling circumstances response and support procedures.

In determining whether compassionate and compelling circumstances exist as sufficient grounds to explain a student's absence, ECA Professional Year will not accept certificates from homeopaths, non-registered traditional medical practitioners, herbalists or other non-accredited practitioners.

Internship Attendance

ECA PY students must complete Internship requirements of 245 hours over 12 weeks, and are subject to the same attendance requirements established by the professional bodies, namely:

- an expectation of 100% attendance but with provision for legitimate absences supported by formal documentation.

However, Interns' attendance requirements will also reflect the attendance requirements, policies and procedures of their Host Companies.

Interns' engagement is like that of employees in terms of attendance, with:

- an expectation of punctuality, with hours late or absent being recorded and included in calculations of attendance; and
- provision for approval of limited sick and compassionate leave by the Host Company upon notification of their Intern's absences or lateness supported by submission of appropriate supporting documentation (see Clauses 4.4 and 4.5).

Interns' Attendance will be monitored and recorded in the Interns' Log Books by the Host Company supervisors and reported in the Interns' Logbook reports in Week 4, 8 and after the final week. If necessary, absences may be reported directly to the ECA PY Internship Department where an Intern's attendance is unsatisfactory.

If a Host Company Supervisor has concerns about an Intern's attendance they should remind them of their attendance requirements and, if appropriate, provide counselling. If they believe there is a significant concern or problem requiring improvement, they can inform the ECA PY Internship Department.

While Host Companies retain responsibility for establishing their own attendance and work cultures, factors which would constitute an Intern's attendance falling into the 'At Risk' category and 'requiring improvement' could include:

- extended absences due to compassionate and/or compelling circumstances which may necessitate leave and/or termination of the internship and the commencement of a new one;
- irregular attendance without providing notice of absences;
- failure to provide medical certificates relating to absences;
- repeated late arrival, long lunches and or early departures without notification or approval; and
- failure to respond adequately to Host Company reprimands.

If a Host Company Manager/Supervisor reports an Intern's attendance as requiring improvement the ECA PY Internship Compliance Manager will send the student an **Internship Attendance at Risk Warning** letter reminding the Intern of their attendance requirements and of the consequences of unsatisfactory attendance. The letter will also require the Intern to make an appointment with their Internship Compliance Manager for advice and counselling.

The Internship Compliance Manager will make diary entries for all such interventions.

If an Intern's attendance remains unsatisfactory after receiving the letter and counselling from both their Host Company Supervisor and their ECA PY Internship Compliance Manager, the Host Company Manager/Supervisor will report that Intern's attendance as being 'unsatisfactory and unacceptable'.

Upon receiving such a report, the Internship Compliance Manager will send the student and **Unsatisfactory Attendance Internship Suspended** email which will state that:

- their Internship attendance has been reported as unsatisfactory and unacceptable by their Host Company;
- they have failed to respond positively to previous intervention initiatives;
- that they have thereby failed to comply with the terms of their signed Internship Agreement;
- ECA Professional Year Intern Department has suspended their Internship Placement and reported this to the ACS PYear and Accounting PYP partners;
- they have a right to lodge an Internal Appeal, within twenty (20) working days from the receipt of the letter, against their Internship being suspended;
- The Internship Suspension will be converted to an ECA Professional Year Cancellation of Enrolment if they fail to lodge an Appeal or if they withdraw an appeal or an appeal is resolved in favour to the Suspension and cancellation; and that
- they may not attend their place of Internship during the period of Suspension.

The letter will also inform the student of the procedure for entering the Internal Appeals process by submitting a completed ECA Professional Year Student Appeal Form, and of the possible grounds for an Appeal, namely, demonstrating that:

- ECA Professional Year had not made the Internship Attendance and Appeals policies and procedures available to students; and/or
- The Host Company and thereby the ECA Professional Year Internship Department had not recorded or calculated the students' Internship attendance correctly; and/or

- ECA Professional Year Internship Department had not implemented its intervention and support strategies in accordance with its documented policies and procedures;
- there exist/existed demonstrable Compassionate and Compelling Circumstances which contributed significantly to the student's unsatisfactory and unacceptable attendance, and which justify the student applying for and being granted Leave of Absence, with their Internship being suspended (with a possible change in Host Company and a change in the expected course duration); and/or
- the student has submitted validated medical certificates relating to a significant loss of Internship time resulting in a resumption of their Internship (with a possible change in Host Company and a change in the expected course duration).

If a student appeals against the suspension and their enrolment being cancelled their enrolment will be maintained but they will not be permitted to attend their place of Internship during the period of Suspension.

All student appeals against the Internship being suspended and against having their enrolment cancelled for unsatisfactory attendance will be registered, investigated and determined in accordance with ECA Professional Year's **Complaints and Appeals Policy and Procedures**.

A student will have the Internship Suspension converted to a Cancellation with a consequent Cancellation of Enrolment in ECA Professional Year if that student:

- fails to enter the appeals process within 20 working days of receiving an **Unsatisfactory Attendance Internship Suspended** letter; or, if s/he submits an Appeal,

- s/he withdraws from the appeals process before resolution; or
- the complaints and appeals process is completed and results in a decision against the student.

If a student successfully applies for leave and/or successfully appeals against the suspension and having their Internship and Enrolment Cancelled, they will be expected to either resume their Internship with their Host Company (if this is agreed by the Host Company) or commence a new Internship with a different Host Company.

The relevant external governing organisations will be informed of the Appeal outcome and of any consequent change in enrolment status.

Complaints and Appeals

ECA Professional Year policies and procedures are based on the belief that in such circumstances students have a right to access accessible, affordable, equitable, fair, open and timely internal complaints and appeals policies and procedures, and should they fail to provide what the student sees as a just outcome, to a similarly accessible, affordable, equitable, fair, open and timely external appeals procedure.

In meeting this commitment ECA Professional Year differentiates between its Complaints and Appeals policies and procedures.

ECA Professional Year's Complaints Policies and Procedures relate to situations in which a student has a grievance relating to:

- ECA Professional Year's facilities, including building, classrooms, information technology and/or learning resources;
- ECA Professional Year's administrative, educational and/or student services procedures and/or delivery;
- a 'breach' of the **Trainers' Code of Ethics**, the Staff Code of Conduct or the Student Code of Conduct by another party;
- an assessment a student believes is un-justified or for which the student believes the assessment tool and procedures were in some way invalid – either inappropriate or not implemented correctly; and/or
- a student having an RTO Manager entry which they believe is unjustified,

and wishes to raise the issue as a complaint, notwithstanding the possibility of that matter being considered and treated as a "serious incident".

ECA Professional Year's Appeals Policy and Procedures are designed to secure resolution of situations in which an ECA Professional Year decision made in relation to a student is seen by that student as being against their interests and in some way unfair, inequitable or unjust.

In all situations students are encouraged to resolve their complaints and/or grievances through informal avenues, but where this is not possible the student has a right to enter the ECA Professional Year formal Complaints and/or Appeals procedures.

Complaints Procedures

The **Student Complaint Flowchart** presents the sequence of procedural steps involved in managing student grievances and complaints

As indicated in Paragraph 8.2.6 students with a grievance or complaint are encouraged to first seek an informal resolution by directly raising the matter with the person responsible. If desired the persons involved may also seek the informal advice of appropriate third parties such as the welfare officer, a trainer or other staff member. Where these informal approaches resolve the grievance the agreed adjustments and changes will be implemented at that level.

Some grievances will be more amenable to such resolution and the nature of other grievances and complaints may suggest that they will be less open to informal resolution, and where informal resolution is either unsuccessful or inappropriate, students can initiate the Formal Complaints procedures by completing an on-line ECA Professional Year **Student Complaint Form** and submitting it to Student Services Coordinator.

The Complaint Form requires the identification of the nature of complaint and, where appropriate, supporting documentation.

On receipt of a Complaint the Student Services Manager will check the details and any attached documentation, complete the Registration of the Complaint (Section 1 of the Complaint Registration, Review and Report Form) and refer it and the associated materials to the relevant investigating officer within three working days of its receipt.

In all cases, and especially in complaints relating to the conduct of staff, trainers and/or students,

the investigation of Complaints will be undertaken by an officer in a higher position and removed from the person identified in the complaint, either directly or indirectly.

The Student Services manager will identify an appropriate Investigating Officer taking into account the substantive nature of the complaint and the organisational level of the officer responsible for the matter of the complaint. Accordingly, the Investigating Officer could be a Campus Manager, the General Manager, the Student Services Manager, the Business Manager, the Internship Manager, or the campus Coordinators.

The Investigating Officer will:

- examine the complaint and associated documentation;
- interview the complainant and any other relevant people the subject of or involved with the complaint (with all parties able to nominate an appropriate support person);
- where appropriate, facilitate negotiation and successful conciliation between the parties;
- make a recommendation to the ECA General Manager PY, or the Governance and Compliance Manager for resolving the complaint, if conciliation fails; and
- complete Section 2 of the Complaint Registration, Review and Report Form and refer it and the Complaint to the ECA Professional Year General Manager, or the Governance and Compliance Manager or the General Manager PY (whichever is more appropriate).

This process will be completed in a timely fashion, normally within 7 working days.

On receipt of the Complaint and the Investigating Officer's Recommendations the responsible Senior Officer will review the case and make a decision to:

- reject the complaint (if there are insufficient grounds to sustain it); or
- resolve the complaint in favour of the complainant.

The responsible Senior Officer will notify both the complainant and other directly involved parties of the decision in writing, providing

- the reasons for the decision;
- information relating to any actions to be taken by all parties because of the decision; and
- informing them of their right to make a formal Internal Appeal against the decision.

This process normally will be completed within ten working days of the receipt of the Complaint. If circumstances prevent this the complainant will be informed of the delay and provided with an expected date of resolution.

Initiating Internal Appeals

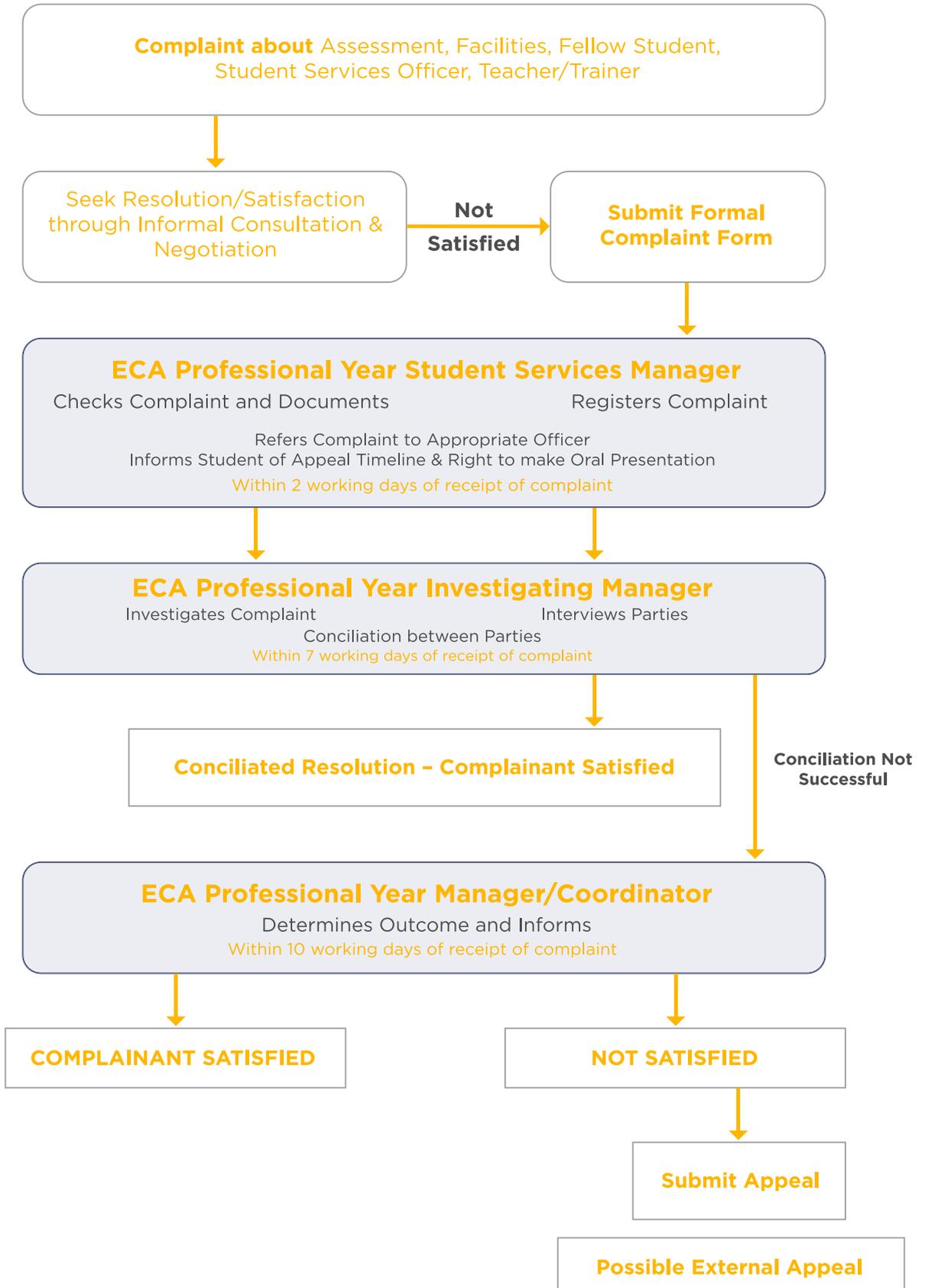
As indicated in Paragraphs 8.2.5, the ECA Professional Year Appeals procedures can be triggered by a student seeking to prevent or reverse an action by ECA Professional Year which is viewed by the student as having resulted from a decision and/or action which is either invalid or unjustified, including:

- a student being sent an Intention to Cancel Enrolment Email for unsatisfactory attendance (see ECA Professional Year's **Attendance and Leave Policy and Procedures**);
- a student being sent an Intention to Cancel Enrolment Email for unsatisfactory academic progress;
- a student being notified of an intention to Suspend or Cancel their Enrolment because of their breaching the ECA Professional Year **Student Code of Conduct**;
- a student not being able to secure and acceptable resolution (from the student's perspective) of a complaint through the informal and formal Complaints procedures;

- a student having their application for a withdrawal and release letter rejected;
- a student having an application for a refund of tuition fees rejected; or
- a student having their application for leave of absence rejected.

Students may initiate an Appeal by completing and submitting an ECA Professional Year **Student Appeal Form** along with relevant supporting documentation.

Student Complaint Flowchart



Unsatisfactory Attendance and/or Academic Progress

When a student is sent an Intention to Cancel Enrolment Email for unsatisfactory attendance and/or academic progress, it will inform them of:

- the intention to cancel their enrolment and report this to the industry principals and Department of Home Affairs;
- the reasons for this;
- their right to appeal within twenty (20) working days from the receipt of the Email;
- how they can submit an Appeal; and of
- the possible grounds for an appeal, namely that:
 - I. ECA Professional Year had not made the attendance and/or academic performance requirements and Appeals Policies and Procedures available to the students; and/or
 - II. iECA Professional Year had not measured/recorded the relevant requirements correctly, and had thereby made a demonstrably wrong decision; and/or
 - III. ECA Professional Year had not implemented its procedures in accordance with its published policies and procedures; and/or
 - IV. there existed demonstrable compassionate and/or compelling reasons which were responsible for or significantly contributed to the student's unsatisfactory attendance and/or academic progress.

If a student fails to submit an Internal Appeal within 20 working days of receiving an Intention to Report Letter or appeals but then withdrawals from the Internal Appeals process before its resolution, ECA Professional Year will cancel their enrolment, notify the Department of Home Affairs and the

industry principal parties, and inform the student that this action has been taken.

If a student appeals against being reported, the student's enrolment will be maintained throughout the Internal and, if that process ends in a decision against the student, any possible subsequent External Appeals process.

Students will be expected to continue to meet all course attendance and academic requirements throughout the appeals processes.

Breach of Code of Conduct

- the intention to cancel their enrolment;
- the reasons for this;
- their right to appeal within twenty (20) working days from the receipt of the Email;
- how they can submit an Appeal; and of
- the possible grounds for an appeal, namely that:
 - I. ECA Professional Year had not made the ECA Professional Year Student Code of Conduct available to the students; and/or
 - II. ECA Professional Year had not measured/recorded the relevant requirements correctly, and had thereby made a demonstrably wrong decision; and/or
 - III. ECA Professional Year had not implemented its procedures in accordance with its published policies and procedures; and/or
 - IV. that demonstrable and previously unconsidered compassionate and/or compelling reasons significantly contributed to the student's situation.

If the breach is such that it there will be no immediate risk or danger to people or property, or if the breach does not involve or constitute a criminal act, ECA Professional Year will defer any implementation of its intended action for the period of any Internal and, if that process ends in a decision against the student, any subsequent External Appeals process

If the breach is such that it there may be an immediate risk or danger to people or property and if the breach involves the suspected criminal act, ECA Professional Year will immediately implement the intended suspension/cancellation of enrolment, pending the Appeal outcome.

A student who enters the Appeals process and whose enrolment is not immediately suspended/cancelled will be expected to continue to meet all course attendance and progress requirements throughout the appeals processes.

If a student fails to submit an appeal within 20 working days of receiving the Intention to Suspend/Cancel Enrolment letter or appeals and then withdrawals from the Internal Appeals process before its resolution, ECA Professional Year will implement its original intension.

Rejection of Leave, Withdrawal and/or Refund

When a student's Application for Leave of Absence, Course Withdrawal and/or a Refund of Tuition Fees is rejected, the student is sent notification informing them of the decision and:

- the reasons for the decision;
- their right to appeal against the decision;
- the possible grounds for an Internal Appeal; and
- how they can submit an Appeal.

If a student fails to submit an Internal Appeal within 20 working days of receiving the Outcome Email or appeals and then withdrawals from the appeals process before its resolution, or if the appeal is rejected, ECA Professional Year will maintain the original decision/outcome.

If a student appeals against the decision/outcome, and the appeal is successful, ECA Professional Year will reverse it original decision and act in accordance with the determination.

Students will be expected to continue to meet all course attendance and progress requirements throughout the appeals processes.

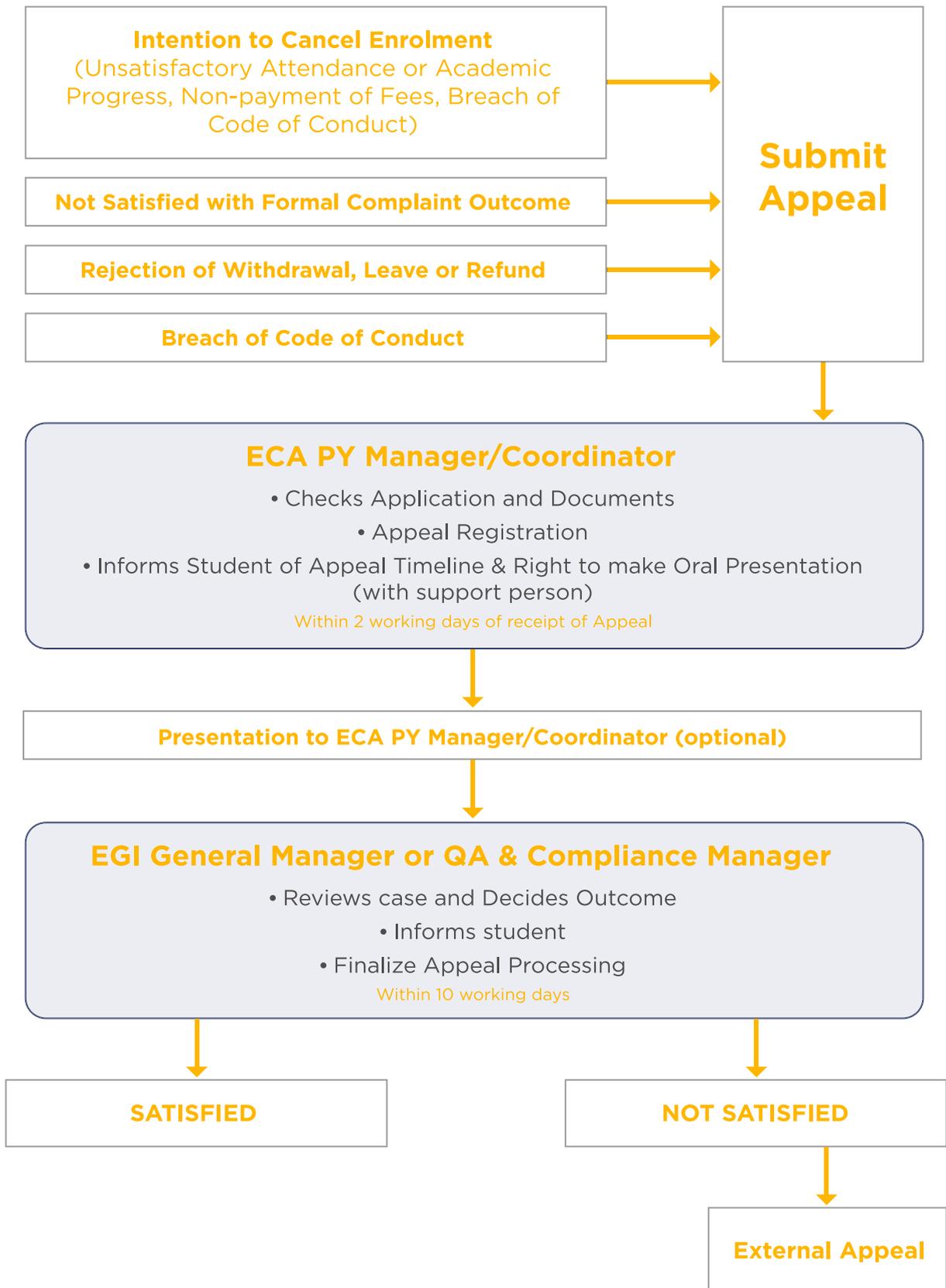
Unsatisfactory Complaint Resolution

If, as an outcome of an ECA Professional Year Complaint process, a student is sent a Complaint Rejection Email that letter will inform them of the decision and reasons for it, and that if they are dissatisfied with the decision/outcome:

- they have a right to appeal within twenty (20) working days from the receipt of the Email; and
- how they can submit an Appeal.

If a student appeals against the outcome of a student's complaint, ECA Professional Year will determine whether to implement its original decision/outcome prior to or after the Internal Appeal outcome is determined. Should the original decision be implemented, and the Internal Appeal is subsequently determined in favour of the Appellant, ECA Professional Year will reverse its implementation.

Student Complaint Flowchart



Processing Internal Appeals

All Internal Appeals will be processed within 20 working days of the Appeal Form being submitted. If for unavoidable reasons the investigation of an Internal Appeal cannot be resolved within twenty working days, the Appellant will be notified of this and advised when the outcome will be communicated to him/her.

The Governance and Compliance Manager and the General Manager EGI/PY carry joint responsibility for the coordination, management and resolution of all Internal Appeals.

All Internal Appeal Forms will be submitted to the Student Services Manager for initial registration and referral for investigation. This entails:

- initiating a **Complaint and Appeal Registration, Review and Report Form**, and complete Section 1 of the Form;
- attaching the **Student Appeal Checklist** and complete Section 1, entering the student's name, student number, the date on which the complaint was lodged, the deadline date for the Response to the Appeal, and the type of appeal;
- informing (in person or by telephone call or email) the student of the timeline for resolving the Appeal, and that they have a right to make a personal representation of their case to the responsible officer, and that they have a right to be accompanied by a support person at such a meeting;
- gathering relevant information and documents and make a preliminary evaluation of the materials (for example, checking the validity of medical certificates);
- entering the relevant information in Section 2 of the **Appeal Registration, Review and Report Form**; and

- refer the appeal along with the Complaint and Appeal Registration, Review and **Report Form** to the responsible Investigating Officer.

Where necessary, the Investigating Officer will source information from other officers.

If a student decides to take up the opportunity to make an in-person presentation of their case (with or without a support person being present) the Investigating Officer will:

- facilitate that meeting at a time and place mutually agreeable to both parties;
- conduct the meeting, ensuring that minutes are taken; and
- enter the relevant information in Section 3 of the **Appeal Registration, Review and Report Form**.

The Investigating Officer will then:

- evaluate the available material pertaining to the appeal;
- decide the outcome and related action
- enter the decision and the reasons for the decision in Section 4 of the **Appeal Registration, Review and Report Form**;
- draft and send the Appeal Outcome letter and save it on RTO Manager; and
- ensure that copies of all the appeal documents are saved in RTO Manager.

If the Internal Appeal is successful:

- The ECA Professional Year **Appeal Approval Email** will be sent to the student; and
- all line managers involved in the Appeal will be advised of the outcome and requested to undertake any necessary corrective action (for example, correcting academic results or attendance data entered in RTO).

If the Internal Appeal is rejected the ECA Professional Year **Appeal Rejection Email** will:

- advise the student of the grounds for the rejection;
- advise them of their right to External Appeal and how to make an External Appeal within 20 working days;
- request that the student inform the Student Services Manager if they decide to make an External Complaint/ Appeal, with attached documentary evidence of their lodging the complaint; and
- indicate that if nothing is heard from the student within twenty (20) working days of the Appeal Rejection letter being sent, the original/intended decision/action will be implemented.

If a student lodges an External Appeal against a decision by ECA Professional Year to reject their appeal, implementation of the decision/action generally will be deferred for as long as the external appeal process takes, and the student will be informed of his/her obligations to meet all their obligations to ensure successful completion of their course.

If an External Appeal relates to a breach of the Students Code of Conduct and there is no immediate risk or danger to people or property and the breach does not involve or constitute a criminal act, ECA Professional Year will defer any implementation of its intended action for the period of the External Appeals process.

If an External Appeal relates to a breach of the Students Code of Conduct and there may be an immediate risk or danger to people or property, or if the breach involves the suspected criminal act, ECA Professional Year will maintain the previously implemented suspension/ cancellation of enrolment, pending the Appeal outcome.

At all times through any appeals procedures the student's file and record will be promptly updated on RTO Manager to include the outcome of any appeals process, and any subsequent actions

Students whose enrolment is cancelled will be reported to Department of Home Affairs and the principal industry partners, and an Email will be sent to the student's last known address notifying them the action.

External complaints may be made with the Overseas Student Ombudsman:

- Overseas Students Ombudsman (OSO)
- Website: www.ombudsman.gov.au
Phone (local): 1300 362 072

Student Welfare and Support Services

Student Services

The welfare and well-being of our students is important. Trainers/Assessors and Staff are aware of their responsibility of due care for our students. Where our students need specialised assistance, college refers students to the right external bodies depending on a student's situation and or circumstances.

The first points of contact for students experiencing personal difficulties of a non-academic nature (financial problems, health problems, and all matters related to the welfare, safety, visa and emergency situations) are the Student Service Officer who will gain an understanding of the problem and refer you to the Student Services Manager, Course Coordinator or Program Coordinator or General Manager EGI/PY for further support and referral to professional support if needed.

ECA PY have dedicated Student Services Officers who can assist students with the following matters:

- Paying fees
- Course variations e.g. Leave of Absence, etc.
- Locating relevant ECA PY staff
- Change of personal details
- General inquiries
- Contact details for legal, medical and emergency services
- Complaints and/or Appeals
- Student cards

Counselling Services

Counselling provides the opportunity for safe and confidential exploration of your concerns - without judgement. ECA PY will support your efforts to understand your problems and working towards your preferred solutions.

You may be accompanied by a friend to each counselling session where it is conducted in a manner that is both constructive and positive which will give you every opportunity to outline your circumstances that you currently face in the college.

ECA PY refer students to outside professional bodies when students experiencing health and/or psychological/emotional problems as well as legal nature (theft, break-ins, assault, sexual abuse and assault, racial/ethnic abuse and/or discrimination), anxiety, depression, loneliness, drug and alcohol issues, and stress management.

Change of Address/Contact Details

Please make sure the college always has a record of your current residential address, email address and/or telephone number. Students must change update their contact details and residential address on RTOM or by contacting students' services within 7 days.

Suggestions

ECA PY welcomes students' suggestions—these can be submitted to the Student Services Department. Students' suggestions are constantly reviewed and appropriate improvements are implemented.

Pregnancy and Child Birth

If you are pregnant while you are at the college, please see the Student Services Officer to make an appointment with the Student Services Manager about your study options during the pregnancy and after the birth of your child. Please note ECA PY does not have child-minding and child care facilities—you will need to make arrangements with a child care provider.

Governance, Quality Assurance and Compliance

Students who wish to find out more about ECA PY policy and procedures (e.g. Course Progress, Attendance, Refund, Training and Assessments, Student Services, Complaints and Appeals Policy and Procedures, etc.) should make an appointment via the Student Services Department to see the General Manager EGI/PY or the Governance and Compliance Manager.

You should also contact the Student Services Officer to organize an appointment if you wish to meet with the:

- General Manager
- Program or Academic Coordinator
- Student Services Manager
- Governance and Compliance Manager

Student Issues and Problems: who to see and where to go

Problem	Contact	Action
No Class & Timetable	Student Services Officer/ Coordinator, Campus Coordinator	Allocated to Class and given Timetable
Missed Orientation	Student Services Officer, Academic or Campus Coordinator	Attend late Orientation Session in second week.
Financial - Late Fees Payment	Student Services Officer/ Coordinator	Counselling and Instalment Plan
Attendance	Student Services Officer/ Coordinator	Counselling and Attendance Agreement
Academic Problems	Trainer, Academic Administrator, Campus Coordinator, Program Coordinator (Academic)	Counselling, Re-submission, Re-assessment Academic Writing, Extension of Enrolment
Facilities (IT, Classrooms)	Trainer, Student Services Officer/Coordinator, Campus Manager	ECA PY responds to Complaint, Resolution on Internal Appeal
Make a Formal Complaint	On-line - Student Services Officer/ Coordinator	ECA PY responds to Complaint, Resolution or Internal Appeal
Submit an Internal Appeal	Academic/Campus Coordinator, Student Services Officer/Coordinator	Resolve issues for ECA PY enrolment, possible referral to their Agent
Health Problems	Trainer, Head Trainer; Campus Coordinator, Student Services Officer/Coordinator	Referral or call ambulance (if critical incident see ECA Critical Incident Policies and Procedures)
Personal Problems	Trainer, Head Trainer, Campus Coordinator; Student Services Officer/Coordinator	Initial Counselling, referral
Legal Problems	Student Services Officer/ Coordinator	Referral
Critical Incident	Trainer, Student Services Officer/ Coordinator, Academic/Campus Manager, GM EGI/PY	Campus and ECA PY Management Response and Support - see ECA Critical Incident Policies and Procedures

The names and contact details of these officers at each Campus will be provided to students during their Orientation sessions, and on student noticeboards.

External Assistance Contacts

Australian Computer Society (ACS)

Email: professionalyear@acs.org.au

Accounting PYP

Email: info@accountingpyp.org.au

Council of International Students Australia (CISA)

Website: <http://cisa.edu.au/>

Australian Government Fair Work Ombudsman

Website: <https://www.fairwork.gov.au> and click on the 'Pay', 'Awards and agreements' and 'Employee entitlements' links.

Alcohol and Other Drug Information Service (ADIS)

Call anytime toll-free number 1800 422 599

Police, Fire and Ambulance

Dial 000 for any kind of emergency. You do not need any balance or network to dial 000.

Legal Aid

If you have a problem related to the legal system, there are community and government agencies to advise you. ECA PY does not provide legal services to its students.

Legal Aid provides a range of services to people who need legal advice, assistance and representation, if they qualify for legal aid.

Please visit the following website for further the information:

NSW: <http://www.legalaid.nsw.gov.au/>

VIC: <https://www.legalaid.vic.gov.au>

QLD: www.legalaid.qld.gov.au/

Community Legal Centres

Community Legal Centres provide free consultation and operate in community locations across the state. The services provide advice on housing matters, fines, debts, car accidents, employment, discrimination, family law, domestic violence and how these problems can affect student visas.

Please visit the following website for further the information:

NSW: <http://www.clcnsw.org.au/index.php>

VIC: http://www.fclc.org.au/find_a_clc.php

QLD: <http://communitylegalqld.org.au/>

Workplace Health and Safety Legislation

See the Workcover NSW, QLD and VIC website for information and advice on workplace safety issues

Human Rights Information

See the Human Rights Equal Opportunity Commission Website for information of human rights issues: <http://www.hreoc.gov.au>

Gambling Help

NSW Call anytime 1800 858 858 <https://gamblinghelp.nsw.gov.au/>

VIC Call anytime 1800 858 858 <https://responsiblegambling.vic.gov.au>

QLD Call anytime 1800 858 858

<https://www.gamblinghelponline.org.au/services-in-your-state/queensland>

Overseas Students Ombudsman (OSO)

Website: www.ombudsman.gov.au

Phone (local): 1300 362 072

Rape Crisis Centre

NSW 1800 424 017 (24/7 Counselling) or online <http://www.nswrapecrisis.com.au>

VIC 1800 806 292 (24/ 7 Counselling) or <http://www.rape-dvservices.org.au/>

QLD 1800 010 120 (24/ 7 Counselling) or <http://www.rape-dvservices.org.au/>

Mental Health Contacts

NSW Call anytime 1800 011 511 or Online <http://www.health.nsw.gov.au>

VIC Call anytime 13 HEALTH (13 43 25 84) www.health.qld.gov.au

QLD Call anytime 13 HEALTH (13 43 25 84) www.health.vic.gov.au

Interpreter & Translation Services

Phone: 131 450

Website: <https://www.tisnational.gov.au/>

Visa questions

You can speak directly to the Department of Home Affairs about your visa or other immigration matters via their Website www.border.gov.au

Department of Home Affairs Offices:

SYDNEY (NSW) 26 Lee Street, Sydney 2000 Phone: 13 18 81 Monday to Friday 9am – 4pm	MELBOURNE (VIC) 2 Lonsdale Street, Melbourne 3000 Phone: 13 18 81 Monday to Friday 9am – 4pm	BRISBANE (QLD) 299 Adelaide Street, Brisbane 4001 Phone: 13 18 81 Monday to Friday 9am – 4pm
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ECA PY Student Code of Conduct

ECA Professional Year is based on the principles of equity, mutual respect and shared responsibility, and prides itself on the diversity of its students and staff. ECA Professional Year expects students to understand and meet these basic principles of behaviour.

To assist in meeting these objectives ECA Professional Year has established clear standards for student's interpersonal and academic conduct.

Anti-Discrimination and Equal Opportunity

In ensuring that these objectives are met ECA Professional Year is guided by the Commonwealth (Australian) anti-discrimination legislation, the Australian Human Rights and Equal Opportunity Commission, and relevant State anti-discrimination legislation and regulations.

These commitments apply equally to all ECA Professional Year staff and students, and we all have a responsibility to treat everyone else fairly and without discrimination.

The EGI General Manager, the ECA Professional Education Compliance Manager are responsible for ensuring these commitments are met, and investigating any examples of unfair and discriminatory behaviour, and any complaints about unfair or discriminatory behaviour.

If you believe that you have been discriminated against and treated unfairly you should first try to resolve the problem informally, but if this fails you are encouraged to make a formal complaint by filling in the ECA Professional Year Student Complaint Form.

Personal and Interpersonal Conduct

- Take responsibility for your actions.
- Preserve your own dignity, self-respect and confidence, and of others.
- Respect the rights of others and protect your own rights.
- Respect differences in people, their ideas and opinions.
- Respect the privacy and confidentiality of staff and students.
- Be polite, honest and considerate, and act with integrity.
- Treat others with dignity and respect at all times, and especially when there is disagreement.
- Treat others fairly and without discrimination, regardless of their race, ancestry, place of origin, colour, ethnicity, citizenship, religion, gender, sexual orientation, age or disability.
- Take appropriate measures to help those in need.
- Refrain from harassment and bullying.
- Refrain from abusive, threatening language.
- Show proper care and regard for the property of others and ECA Professional Year.
- Refrain from bringing anything to school that may compromise the safety of others.
- Adhere to required dress and safety standards.
- Comply with the restrictions on consuming food and drinks in classrooms.
- Observe public health regulations and do not smoke on or near the building.

Academic Conduct

- Respect the need of others to work in an environment of learning and teaching.
- All classroom communication is to be in English and speak English in areas where you are around people of different nationalities.
- Come to school on time (no later than 9:00 am) ready to learn, and behave in a quiet, non-disruptive manner.
- Turn off mobile phones during classes and assessments.
- Attend and leave classes at the scheduled times (9:00 am to 5:00 pm).
- Do not come to class under the influence of drugs (prohibited substances) or alcohol.
- Bring all resources and equipment required to complete learning and assessment tasks.
- Follow trainer/assessor instructions at all times.
- Complete assessment activities within the given time frames.
- Refrain from Academic misconduct such as plagiarism, cheating and engaging others to complete your set assessment tasks.
- Provide factual and honest personal information and in connection with course progress and enrolment.
- Refrain from talking to other students during the assessment events where it is not permitted by the assessor.
- Do not submit someone else's work as your own.
- Do not allow others to copy from your work where this is not allowed.
- Attend all the scheduled assessment activities unless you have legitimate medical or compassionate and compelling reasons.

Grounds for suspension or cancellation of student enrolment

Severe breaches of this Code of Conduct may result in the suspension or cancellation of a student's enrolment and notification of the appropriate authorities. Severe breaches of the code of conduct include, but are not limited to:

- Physical assault and/or threatening to inflict serious bodily harm.
- Bullying.
- Any form of abuse and/or harassment (sexual, racial, etc.).
- Threatening or intimidating staff or students.
- Directing inappropriate or disrespectful language at any ECA Professional Year staff member.
- Obstructing any staff in performing their duties.
- Acts of vandalism.
- Being in the possession of, or under the influence of illegal drugs, or under the influence of alcohol.
- Contravening federal, state or local law.
- Not following instructions in the conduct of the assessment activities.
- Becoming very disruptive during class or in an assessment activity.
- Copying or plagiarizing in assessment activities or submitting someone else's work as your own.
- Talking to other students during assessment events where it is not permitted by the assessor.
- Allowing others to copy from your own work where this is not permitted.
- Using your mobile phone during an assessment event where this is not permitted.
- Knowingly not attending the scheduled assessment activities without good reason.

- Soliciting students or staff for personal gain.
- Accompanying unauthorized person(s) onto the college premises.
- Giving false or misleading information in connection with course progress and enrolment.
- Compromising the privacy and confidentiality of others.
- Refusing to leave the class when asked to do so by a trainer/assessor.
- Failing to comply with course and visa requirements (including poor attendance, lack of academic progress) and failing to respond positively to academic counselling and intervention strategies.

Authorities, Procedures and Penalties

ECA Professional Year Staff, Trainers and Assessors may ask student(s) to leave a class and or building where it is deemed necessary in relation to with breaches of this Code of Conduct. Students may be taken to the Principal.

The Principal will investigate alleged breaches of the ECA Professional Year Student Code of Conduct. If sufficiently proved and depending on the nature and seriousness of the breach, the Principal or Governance and Compliance Manager will at his/her discretion decide the consequences of or punishment for the breach. The consequences may include, but not be limited to:

- Being placed on probation.
- Suspension or cancellation of enrolment.
- Being reported to Department of Home Affairs and the principal industry parties.

Decisions relating to these penalties are subject to ECA Professional Year Complaints and Appeals procedures.

Police will be involved in the following cases:

- Possession of a weapon, including, but not limited to firearms.
- Use of a weapon to cause bodily harm, or to threaten serious harm.
- Trafficking in drugs or weapons.
- Robbery.
- Acts of vandalism causing extensive damage to school property or property located on school premises.
- Physical assault causing bodily harm requiring professional medical treatment.
- Sexual assault.
- Discriminatory abuse and harassment.

Trainers' Code of Ethics

ECA PY expects high standards of ethical behaviour from its Trainers. This Code of Ethics identifies the ideals and principles of ethical professional conduct designed to guide Trainers achieve the required standards in their dealings and relationships with students, colleagues and the broader community.

Integrity

- Trainers will create and maintain appropriate professional relationships with students and their colleagues
- Trainers will act with impartiality, truthfulness and honesty towards students and their colleagues

Dignity and Respect

- Trainers' relationships with their students and colleagues must be based on mutual respect, trust, empathy and confidentiality
- Trainers will always value social and cultural diversity and treat students equitably, with care, empathy and respect
- Trainers will value the uniqueness of each student work to facilitate students learning and development
- Trainers will work to enhance student autonomy and sense of self-worth, and encourage students to reflect on and develop their own values
- Trainers will work to ensure mutual respect based on a shared commitment to these ethical standards among students and their colleagues

Responsibility

- Trainers hold a position of influence and trust and they should not compromise or violate the boundaries of professional relationships with their students

- Trainers will work collaboratively, giving priority to the education, welfare and development of their students
- Trainers will act with their educational colleagues and the wider community to enhance the profession, international education and the reputation of ECA PY
- Trainers will work to help students realise their educational and personal objectives
- Trainers will participate in ongoing professional development to improve the quality and effectiveness of their teaching
- Trainers will undertake and complete their duties in a responsible, thorough and timely manner

Justice

- Trainers will be equitable, fair and reasonable in their dealings with students and colleagues
- Trainers will seek to resolve competing claims of different and different interest groups and ethical principles with understanding and empathy through collaborative and reflective professional discussion
- Trainers are committed to strengthening the shared objectives and wellbeing of their students in a manner consistent with maximizing the common good
- Trainers know and understand their legal responsibilities in relation to discrimination, harassment, vilification, bullying, privacy and occupational health and safety.

Internships

All ECA Professional Year students must successfully complete an ECA Internships Department supervised industry internship (Accountancy or ICT) which matches each student's professional qualifications, skills and career objectives, and which builds on the competencies they have developed in the classroom components of the program and, for ACS PY students, which complements their ACS provided on-line Professional Environments course.

Each Internship will be of a minimum of 245 hours over 12 weeks on a three day per week basis.

Students can commence their Internship in week 32 of their program, or as soon as practicable after that date if completion of a student's coursework is extended beyond 32 weeks due to the granting of student leave on compassionate grounds, or failure to attain compliance by the scheduled date. Students will not be permitted to commence their placement if they have not successfully completed all their course work units and assessments, and/or if they have unpaid/outstanding fees.

There are three categories of Internship Placement:

- Students may request a placement with an ECA Internship Department sourced and approved Host Company, **ECA Sourced Internships**.
- **Student Sourced Internships:** students not already employed in a professional capacity may source their own Placement by submitting a Student Sourced and Professional Employment Based Host Company Application Form and an Internship Training Agreement Form which will be assessed and approved (or rejected) by the ECA Internship Department.

Whether they seek an ECA sourced or a self-sourced Internship, all Host Companies are visited, assessed and approved by the ECA Internship Department. They must also agree with the ECA PY Internship Terms and Conditions of being an ECA Host Company. The Australian Computer Society must approve all such applications from ACS PY students.

The ECA Internship Department is responsible for working with ECA sourced Host Companies to develop an Internship Position Descriptions and Training Agreements, select and place students, and confirming these arrangements in ECA PY Training Agreements signed and dated by the student and representatives of the Host Company and ECA Internship Department.

The ECA Internship Department is responsible for visiting, assessing and approving proposed Host Companies' eligibility against the established criteria, the Internship Position Descriptions and Training Agreements submitted by students for self-sourced Internships before either approving (or rejecting) such application for Accounting PY students, or submitting the proposals to ACS for approval (or rejection) for ACS PY students.

ECA Sourced and Student Sourced Internship students must develop, in their first two induction and training weeks of placement, with their Supervisors an Internship Training plan and submit it for approval to the Internship Department. Professional Employment Based Internship students have to submit their training plan, based on their on-going work program, for approval prior to their commencement of the placement.

Student Interns are responsible for completing the training and experience program outlined in their approved Training Plans, preparing their Mid Placement Report and End of Placement Report, arranging for their supervisor to complete their sections of those Reports, and submitting them to their ECA Internship Officer in weeks 6 and 12 respectively.

ECA Internship Officers are responsible for monitoring the student Interns they place and manage, including Mid-placement Monitor Interviews with both the Supervisor and student in weeks 7 or 8 which will take the form of either on site interviews or off-site SKYPE interviews and assessments, depending on whether the Host Company has successfully managed an ECA student intern previously and on the content and nature of the Mid-Placement Report.

ACS Professional Year students will commence their ACS online Professional Environments course at the same time they commence their student internship.

Internship officers are also responsible for responding to any difficulty or emerging issue with their student internships, and for making the final assessment based on the Mid and End of Placement Reports, and other feedback from the Host Company supervisor.

The ECA Internship Manager is responsible for resolving any concerns or issues raised by either the Host Company or student intern which are unable to be resolved by the Internship officers.

Should there occur an irretrievable breakdown in an internship placement that placement will be cancelled by the ECA Internship Manager. Where the breakdown is caused by non-compliant behavior of the Host Company, the ECA Host Company Agreement will be terminated.

Where the breakdown is caused by the student intern's non-compliance, the student will be counselled and, depending on the seriousness of the breach in the Training Agreement and/or the Student Code of Conduct, they will be required to undertake another Internship or failed and have their enrolment cancelled, subject to the outcome of any appeals processes entered by the student.

The placement of ECA PY students in ECA approved and monitored Internships is compliant with the Fair Work criteria, anti-discrimination policy and WHS Legislation and Regulations.

ECA PY Student Internships have the status of Vocational Placements under the Fair Work criteria.

ECA approved Host Companies which enter a Host Company Agreement and a Training Agreement, and which accept a student who is not their employee are not obliged to make payments under the Fair Work Act. ECA PY students already employed in a professional capacity by an ECA approved Host Company may undertake their Vocational Placement without changing their employee status.

Internship Terms and Conditions: Internship Services

- Approved Host Companies are responsible for the day to day management, in accordance with their responsibilities as an employer under the Fair Work Act 2009, the Work Health and Safety Act 2011 and equivalent State legislation; and in accordance with ECA PY Internships policies and procedures as contained within this Agreement, of supervised 245-hour professional internship placements, three days per week over 12 weeks.

- The ECA Internship Department is responsible for determining the policies, procedures and requirements of the internships, Internship monitoring and for the overall assessment of approved Professional Employment Based Interns.

Internship Terms and Conditions: General Terms and Conditions

- The Internships are a compulsory element in the ECA Professional Year (ACS PY and Accounting PY) program, and are designed to complement students' course work component, and consolidate knowledge, understanding and skills for professional Accounting or Information and Communications Technology careers in Australia.
- An ECA PY Host Company, Training Plan and Training Agreement must be agreed to and signed by ECA Internship Department, the Host Company and the student Intern before an Internship can commence.
- Training Agreements must include commencement dates, duration, attendance requirements and the Training Plan which, for Professional Employment Based Student Sourced Internships is based on the employee's job contract and description. Any changes to the job description must be conveyed to the ECA Internships Department.
- The Internships do not compromise pre-existing employment agreements between interns (employees) and their host companies (employers); and do not constitute any promise or prospect of any change in interns' present or future employment status with their employing companies.
- The Intern's employer appointed supervisor will be responsible for supervising and evaluating the Intern's performance and generally will be available to manage and mentor the Intern. Should the Supervisor not be available for a significant period during the Internship, an appropriate qualified replacement will be assigned.
- Student Interns must undertake all duties and responsibilities required by their employer and as specified in their job descriptions. Failure to meet their employer's requirements may carry consequences for their employment status which in turn may result in the deferral and/or cancellation of their Internship.
- Host Companies must be approved by the ECA Internship Department and must meet minimum criteria set by the Australian Computer Society or by the Accounting Professional Bodies.
- A Host Company cannot impose on or charge the Intern any fees or expenses for the placement and/or management of the Internship.
- The Internship will take place in a suitably located and accessible professional office. Home office locations generally do not meet the requirements for an approved ECA Professional Year Internship.
- Internships will not be approved where there is a perceived conflict of interest. Such conflicts of interest are most likely to occur in relation to placements with franchise outlets (such as KFC, McDonalds, Hungry Jacks, Dominos, Seven Eleven, service stations, etc.), other ACS PY providers and education and migration agents.
- The Host Company will provide all appropriate equipment, resources and consumables necessary for their employee to perform their duties during the period of the Internship Program.
- The Host Company must demonstrate compliance with WH&S, anti-discrimination, Fair Work and privacy legislative and regulatory requirements, and ensure a safe non-discriminatory working environment for the Intern.

- The Host Company may assign reasonable administrative work to the intern so long as that work relates to and contextualises the Intern's professional work.
- Interns and Host Company Supervisors must, in Week 6, complete their section of a Mid-placement Report.
- Interns and Host Company Supervisors must agree to participate in Mid-placement Interviews conducted by an ECA Internship officer.
- Interns and Host Company Supervisors must, in the final placement week, complete their section of the End-of-placement Report to be submitted by the Intern to the ECA Internship Department.
- Should the Host Company consider an employed ECA Intern to be in breach of any of their employer's requirements (attendance, performance, and/or any other company policy) and act to ensure future compliance they shall report their actions and the reasons for them to the ECA Internship Department.
- If the company terminates the employment of an ECA PY Intern because of breach of the company's requirements (attendance, performance, and/or any other company policy) they shall inform the ECA Internships Department which will, subject to Appeal and/or demonstration of compassionate and compelling circumstances, terminate the Internship.
- Should the ECA Internship Department consider that the necessary conditions for effectively completing an Internship have fundamentally broken down the Internship may be terminated, and an alternative placement may or may not be arranged, depending on the circumstances of the termination.
- Should the ECA Department determine that an Intern has broken the terms and conditions of their Internship,

the ECA Internship Department may decide to fail the student, subject to the Appeal process. A student who fails their Internship cannot complete the ECA Professional Year and their enrolment will be terminated.

- The Host Company's name, logo or other property of the Host Company will not be used mentioned by ECA for marketing purposes in any ECA PY or ECA media without prior approval by the Host Company.

Internship Terms and Conditions: Intellectual Property Rights

- The Host Company owns all Intellectual property rights to all work performed by Interns for the Host Company upon its creation.
- All ECA PY students are bound to abide by all rules of engagement of their Host Company, and ECA agrees that a Host Companies can require an ECA PY Intern to sign an intellectual property agreement if the company has an internal intellectual property policy requiring such signature

Internship Terms and Conditions: Insurance

- All Interns from ECA Pty Ltd are comprehensively covered by the ECA's Voluntary Workers Insurance for the duration of the agreed Internship period

Internship Terms and Conditions: Host Company Accreditation

- Accreditation as an approved ECA PY Host Company is for an initial period of two years:
 - open to renewal based on a positive Placement record;
 - requiring notification of any company profile changes;
 - re-assessment following notification of any company profile changes;
 - subject to cancellation or non-renewal due to Placement inactivity;
 - subject to suspension pending investigation of any notification of possible unsatisfactory placement supervision; and
 - subject to immediate cancellation if unsatisfactory placement supervision is confirmed.
- Either party may terminate the ECA PY Internship Host Company Accreditation for any other reason by submitting written notice of intention to withdraw four (4) weeks prior to the intended withdrawal.

Student Internship Flowchart

1. Pre-placement Procedures

- Orientation day - Students receive information regarding the Internship placement process, documentation, deadlines, consequences of late submissions and assessment requirements.
- Week 18 - Internship action required email sent to students requesting confirmation of Internship type and related documents to be submitted based on the selected Internship type. (see Ready reckoner in the Annexure for documents to be submitted under each type)
- Week 19-21 - students submit their Internship preference and Internship Interview day is held. A one on one face to face with students to further guide them prior to placement.

2. Placement Procedures

- Weeks 25-29 For ECA Sourced placements match making with suitable host companies is done and students attend interviews for selection. Selection decisions are made and confirmation is made to both students and host companies.
- For Self-sourced placements site visit assessment is completed and approvals closed.
- Training plans and Training Agreements must be completed one week before Internship start day.

3. Post Placement Procedures

- Week 1 - Students will go thru and induction process at the host company and familiarize themselves with the environment, and policies if any are presented. Phone call check to student and host company made.
- Week 6 - Mid placement video or face to face interviews is held separately with the student and host company supervisor to check on progress and any area of concern. Students must complete their mid placement report
- Week 12 - Students must complete and end of placement report and review the same with the supervisor for feedback and sign off.

Critical Incident Policy

ECA Professional Year recognises that its enrolled students generally do not have close family available to care and provide support for them in Australia in the event of crisis and/or a critical incident. ECA Professional Year therefore seeks to do everything in its capacity to:

- respond in a practical and timely manner to any critical incident involving one or more of its students;
- ensure that ongoing support is provided to a student in need;
- ensure that timely and regular information is relayed to families of impacted students; and
- ensure that comprehensive records are maintained

These commitments cover critical incidents including:

- natural and human made incidents which pose a fundamental threat to the continued operations of the program (fire, Intruder, bomb or substance threat, flood, storm or cyclone/ tornado, power failure, pandemic); and
- critical incidents which impact on a more individual and personal level, such as missing students, severe verbal or psychological abuse/aggression, death, serious injury or any threat of these and issues such as domestic violence, sexual assault, drug or alcohol abuse;

The former of these critical incidents are managed on behalf of all ECA subsidiary and associated providers and campuses in Australia by the Education Centre of Australia through its **Emergency Management and Recovery Plan** which covers:

- fire;
- intruder – bomb or substance threat;
- fire, storm tornado;
- power failure; and
- pandemics.

The **Emergency Management and Recovery Plan** also provides:

- key personnel contact information and related calling tree
- the roles and responsibilities of the emergency team members;
- emergency response procedures including building evacuation, disaster recovery, and personnel and family notification; and
- incident reporting and record keeping.

As indicated above, the ECA Professional Year Critical Incident Policy and Procedures critical incidents which impact on a more individual and personal level, such as:

- missing students;
- severe verbal or psychological abuse/aggression;
- death, serious injury or any threat of these; and
- issues such as domestic violence, sexual assault, drug or alcohol abuse.

The Director Professional Programs and Pathways and the General Manager EGI/PY carry overall responsibility for the development, oversight and review of the Critical Incident Policies and Procedures. In carrying out these responsibilities they are supported by the [ECA Professional Year Critical Incident Team](#), comprised of:

- the Director Professional Programs and Pathways;
- the ECA Chief Operations Officer;
- the General Manager EGI/PY;
- the National Building and Facilities Manager;
- the Student Services Manager; and
- the Governance and Compliance Manager.

In the absence of the Director, primary responsibility for Critical Incident Policies and Procedures lies with the ECA Chief Operations Officer.

Day-to-day responsibility for policy and procedure coordination, and responding to, managing and reporting on critical incidents rests with:

- the EGI/PY General Manager EGI/PY and the Student Services Coordinator in Sydney;
- the EGI Academic Manager and National Building and Facilities Manager in Melbourne; and
- the Academic Manager and Campus Manager in Brisbane.

Their responsibilities are to:

- respond in a practical and timely manner to any critical incident involving one or more of its students;
- contact police and/or other emergency services if required;
- ensure that ongoing ECA and external professional support is provided to those impacted by the incident;
- ensure that timely and regular information is relayed to families of those impacted;
- Involve the Critical Incident Team when required and keep them informed; and
- ensure that comprehensive records are maintained.

Students are advised during orientation of the details of the ECA **Emergency Management and Recovery Plan** and the **Professional Year Critical Incident Policies and Procedures**, and all students will be provided information on relevant emergency services contact persons and telephone numbers.

Trainers and student services staff are made aware of the ECA **Emergency Management and Recovery Plan** and the **Professional Year Critical Incident Policies and Procedures**

upon initial induction and they are made aware of any changes at scheduled Trainer Meetings. All staff will be provided information on relevant emergency services contact persons and telephone numbers.

If a student becomes aware that a fellow student has been missing from 4 classes with no known contact with staff (general or academic) and/or other students, they are expected to inform either their trainers or a student services officer of the situation and their concern.

If because of attendance monitoring any trainer or staff member becomes aware that an enrolled student has been missing from 4 classes with no known contact with staff (general or academic) and/or other students, or if they become aware that a student is experiencing severe medical or psychological stress, they are responsible for informing the senior ECA Professional Year officer on their campus.

If any student or staff member becomes aware of any critical incident affecting one or more enrolled students (either during or out of normal ECA Professional Year operating hours) that student or staff member will be responsible for informing the senior ECA Professional Year officer on their campus.

The senior responsible officer/staff member will:

- investigate the concern/incident to identify and evaluate the details and severity of the incident;
- report the concern/incident to the GM EGI/PY or Campus Academic Manager;
- determine, in consultation with the GM EGI/PY or Campus Academic Manager whether to escalate the incident and inform members of the Critical Incidents Team;
- take whatever appropriate necessary action; and (later)
- interview those affected and/or witnesses; and
- record details of the reported incident.

If the incident is not severe and can be resolved with resources available to ECA, the GM EGI/PY (or Campus Academic Manager) and/or the Student Services Coordinator and/or the campus manager will ensure that the appropriate level of action is taken, and support is provided.

If the incident is severe and warrants a level of support/assistance from external resources, including the police and other emergency services, the GM EGI/PY (or Campus Academic Manager) and/or the Student Services Coordinator and/or the campus manager will initiate action to arrange that support. Personal details may be provided to the relevant emergency service/s if the person/s involved is/are incapacitated and unable to provide these themselves.

If the Director Professional Programs and Pathways has not been immediately available and involved, the incident and the consequent action must be reported to them and the Critical Incident Team as soon as possible after the initial support has been provided.

The General Manager (or Campus Academic Manager) and/or the Student Services Coordinator and/or the campus manager will:

- monitor developments and the condition of, and provide appropriate support for the person/s affected through any period of treatment/convalescence;
- ensure, where appropriate, that family members and other relevant people are kept informed of the condition of those seriously affected and unable to communicate on their own behalf;
- coordinate the provision of any ECA Professional Year resources required during any period of treatment/convalescence/support;
- liaise with the police and other emergency services personnel as required;

- advise and assist any family members who decide to travel to Australia to support a student impacted by the incident;
- ensure that detailed records are maintained of the incident.

The officer most directly involved in responding to and managing the incident and its aftermath (the GM EGI/PY [or Campus Academic Manager] or the Student Services Coordinator [or the campus manager]) will prepare a report on any critical incident, the response and the outcome, and that report will be maintained in the Critical Incident File.

Even if investigation of a suspected critical incident reveals that no critical incident occurred, officer most directly involved in responding to and managing the incident will prepare a report on that report and investigation, and that report will be maintained in the Critical Incident File.

In the event of the death of a Student, the ECA Chief Operations Officer will ensure the following actions are undertaken:

- contact the family and determine their wishes regarding repatriation of the body, personal effects, religious observances etc.;
- coordinate the repatriation of the body and personal effects in line with the family's wishes and in accordance with Australian regulations;
- organise the sending of a letter of condolence to the family;
- ensure all administrative actions are taken e.g. adjust the student records database, process any tuition refunds, etc.

In implementing these procedures in response to any suspected or real critical incident the responsible officers will remain mindful of **information privacy principles**, laws and regulations.

Emergency Management

In the event of an emergency, all students are required to act as directed by the Emergency Warden. If asked to evacuate they should proceed to the Emergency Assembly Area. Please check the 'Emergency Evacuation Map' (located on your level or on the student notice board) for this location. An emergency evacuation is not a formal break.

Evacuation Procedures

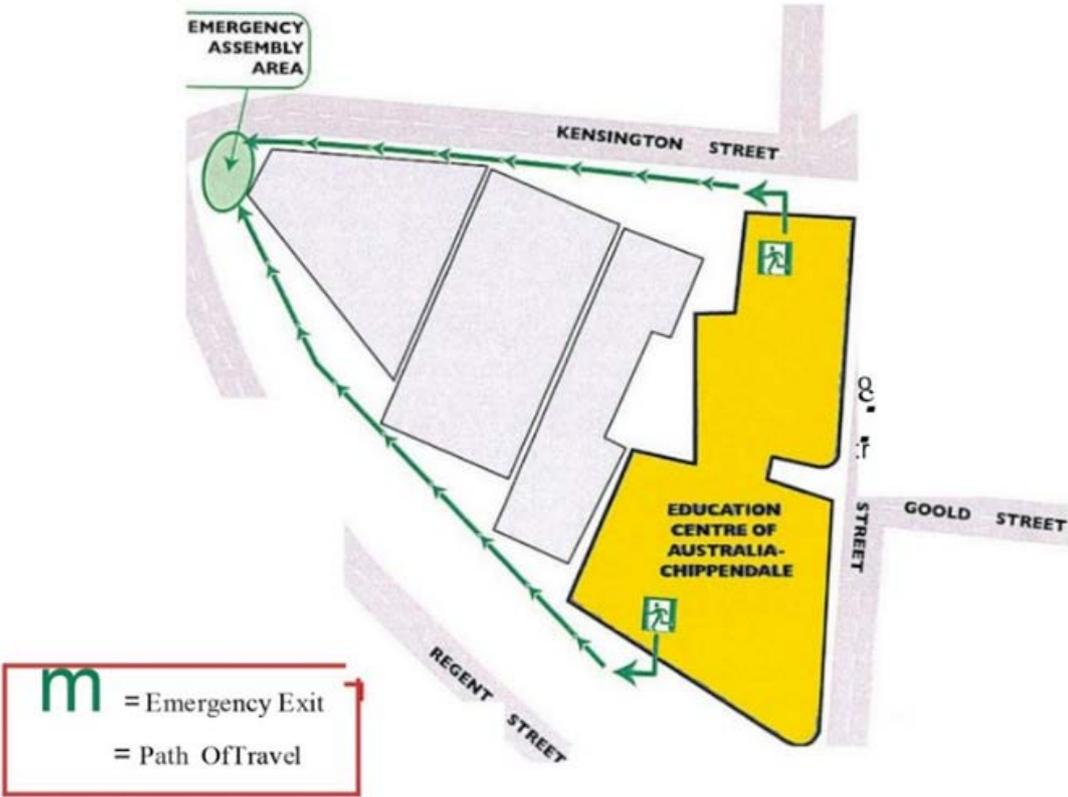
- In case of fire or other emergency students are to follow the instructions of the Wardens and their Trainers without question or delay.
- On hearing the EVACUATION ORDER or SIGNAL, students are to leave their classroom in an orderly manner and assemble near the Fire Exit Doors and leave via the Emergency Exits as shown on the Floor Plan below (for each campus).
- Students are advised NOT TO CARRY BAGS, BOOKS OR PERSONAL ITEMS WHEN LEAVING THE BUILDING.
- Students should then follow their Trainer or the warden to the Evacuation Assembly area as shown on the diagram below (according to each campus).

Automatic Fire Alarm

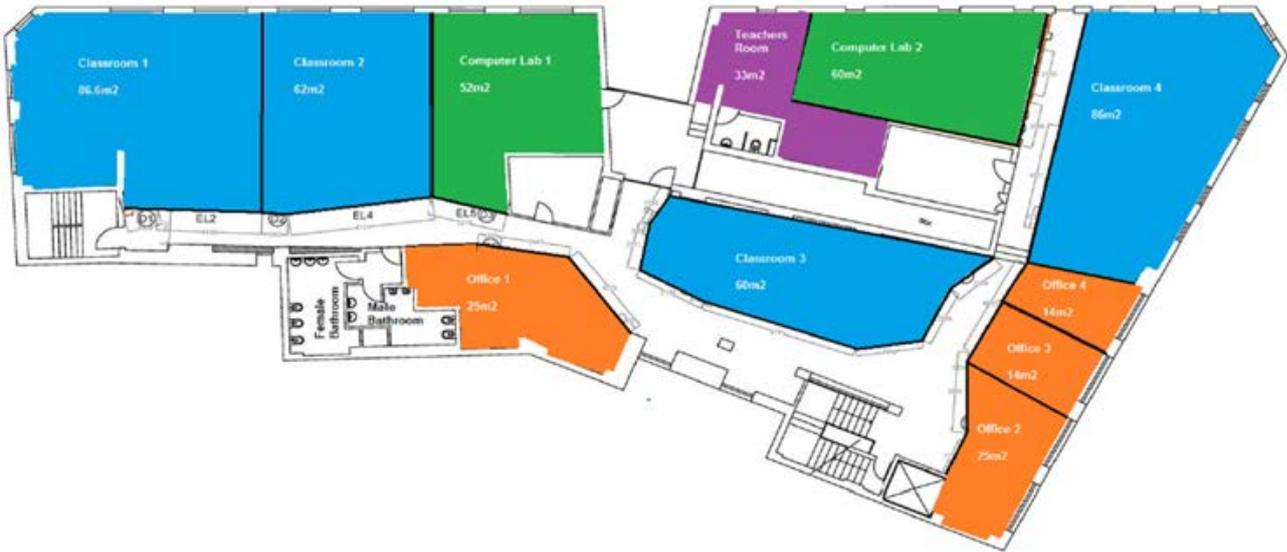
- DO NOT PANIC and IN AN EMERGENCY, DO NOT USE THE LIFTS.
- At the sound of the ALERT Tone - (Beep, Beep, Beep) - Move immediately to the nearest assembly area.
- At the sound of the EVACUATION Tone - (Whoop, Whoop, Whoop) or When requested to do so by your Emergency Warden MOVE INTO THE FIRE STAIRS IN AN ORDERLY MANNER to STREET LEVEL.
- On reaching the street move clear and out of sight of your building and down TO THE DESIGNATED EMERGENCY/EVACUATION ASSEMBLY AREA

Evacuation Diagrams: Sydney Campus

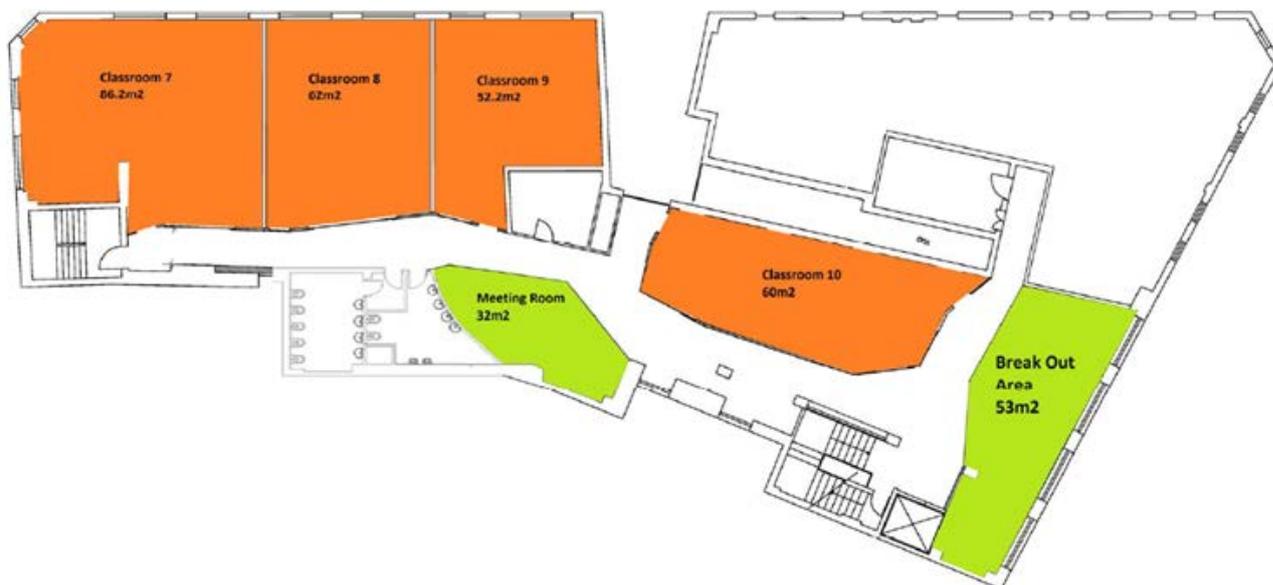
55 Regent Street Chippendale, NSW 2008



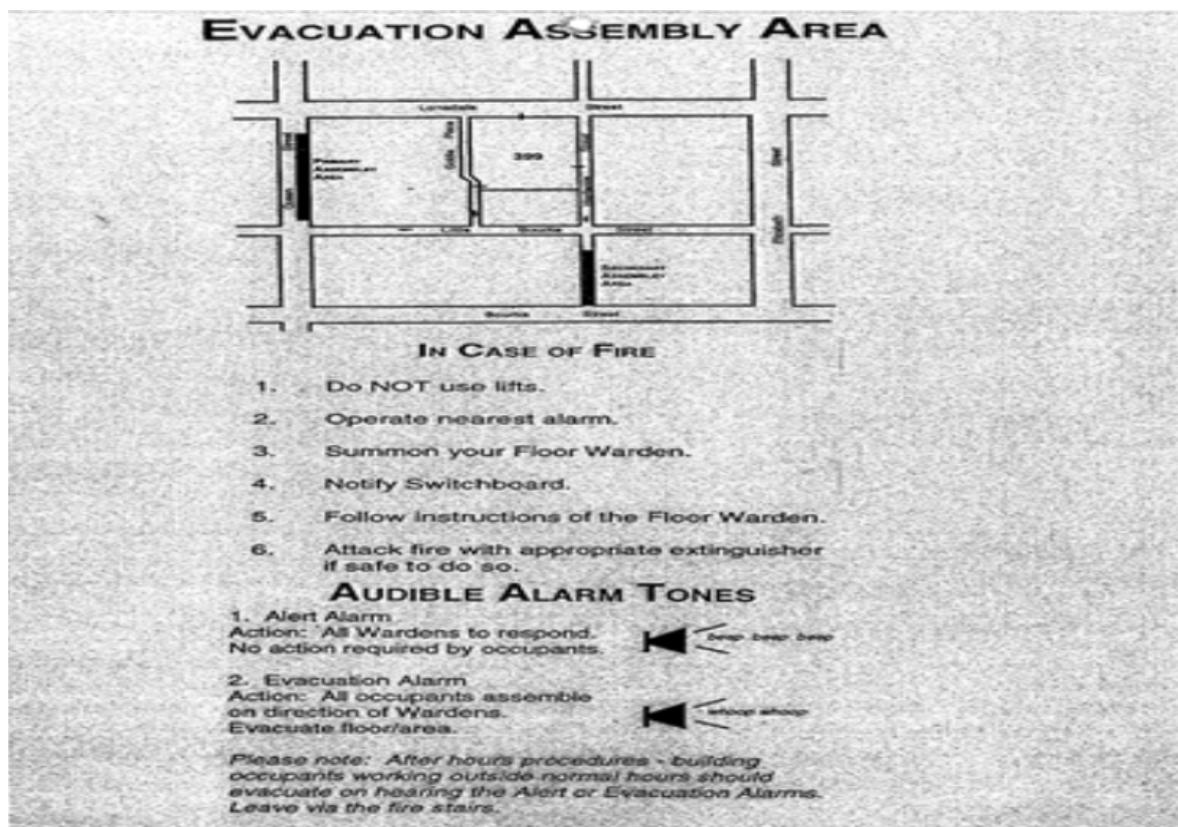
55 Regent Street Floor Plan (Level 2)



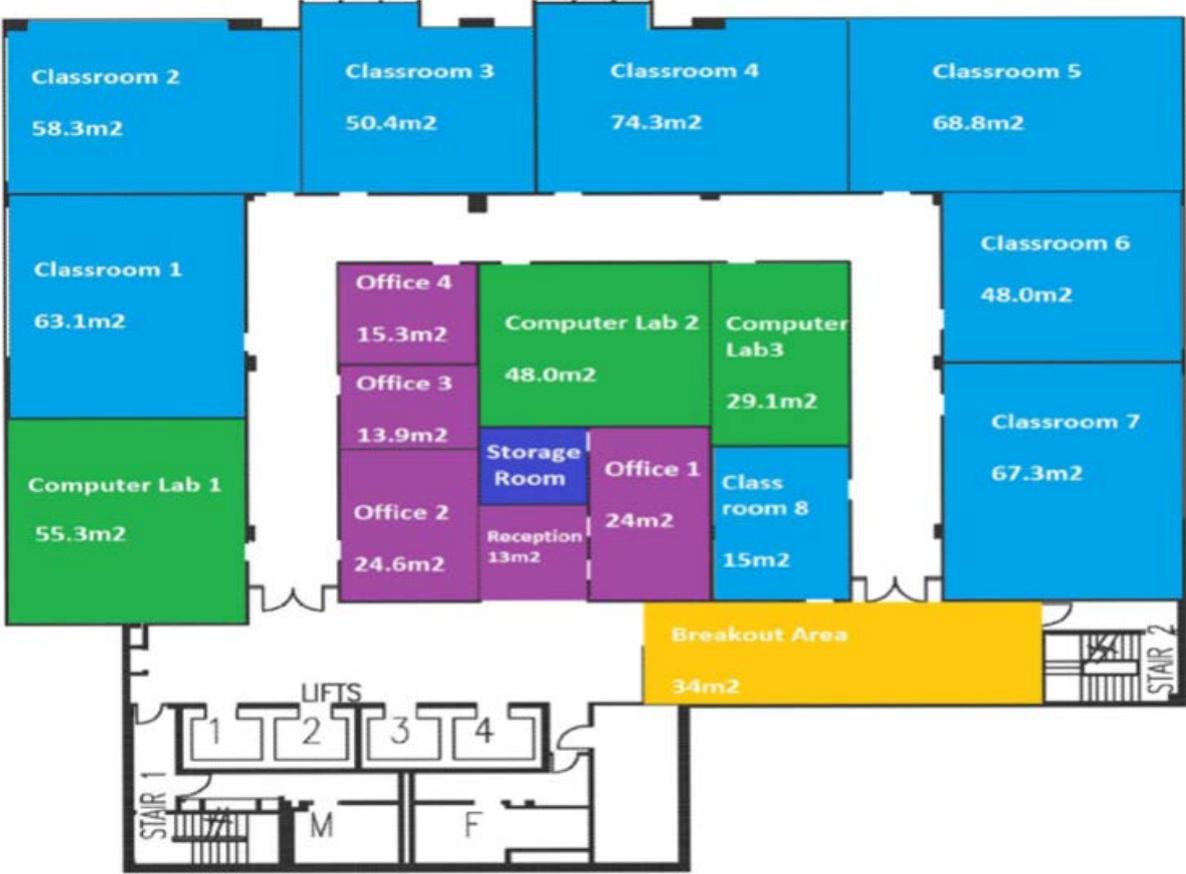
55 Regent Street Floor Plan (Level 3)



Evacuation Diagram: Melbourne Campus



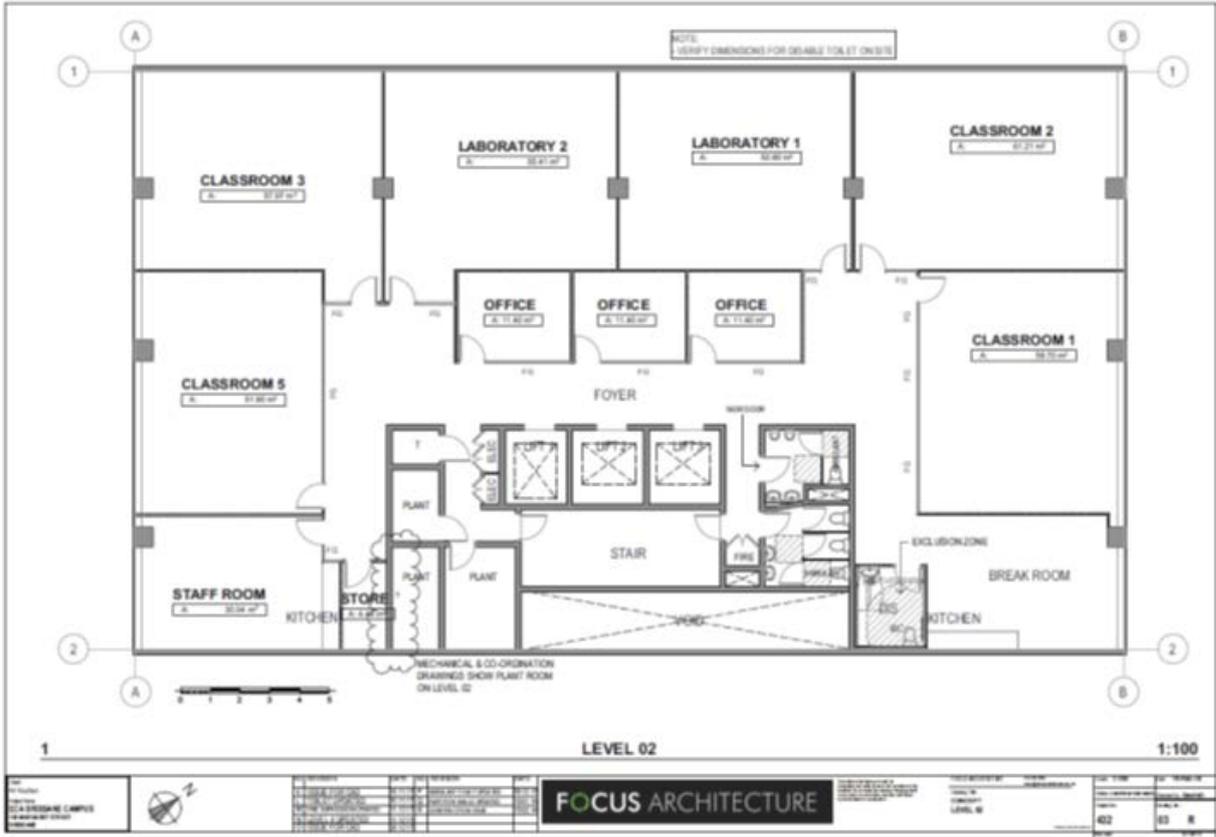
Melbourne Campus Floor Plan (Level 7) 399 Lonsdale Street Melbourne, VIC 3000



Evacuation Diagram: Brisbane Campus



Brisbane Campus Floor Plan (Level 2)



Sydney Contacts

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ECA

PROFESSIONAL YEAR

ECA Professional Year is a registered trading name of
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